

# CURRICULUM VITAE

## PERSONAL DETAILS

Title: Mr.

Surname: Malfettano

Name: Luca



## EDUCATION and QUALIFICATIONS

2014 CELTA (Certificate in English Language Teaching to Adults), Pass “B”

2001 Certificate of Proficiency in Spanish

2000 Educational Certificate of Proficiency in Italian Teaching

1994 University Degree in Italian Language and Literature – 110/110 cum laude

1989 Certificate of Proficiency in English, Grade “B”

## LANGUAGES

Italian mother-tongue

English mother-tongue

Spanish mother-tongue

Good French

Good German

## EMPLOYMENT /OCCUPATIONAL RECORD

2018-15 UNIC and Lineapelle, Milan: English teacher and technical translator.

2014 EF (Education First), Malta: Residence Manager, heading the Residence Supervisors team at the EF resort, liaising with the management of the EF hotels, running the operations behind arrivals and departures, tackling troubleshooting at EF hotels, dealing with guests’ concerns on a daily basis in order to enhance the guests’ experience.

2014-11 Bravofly (online travel agency), Chiasso, CH: international customer service agent (EN; ES; FR), handling with international calls and emails; agency trainer/teacher abroad (Budapest, Tunisi, Prague, Tangers); English and Spanish translator.

2011 STS (Student Travel School): summer group leader (Hastings, Sussex, UK)

2011 English and Italian teacher and translator.

2011-05 Law office (Milan, Italy): customer service supervisor, chairman’s personal assistant.

2005-03 Italian and English teacher for international students.

2003 School and Vacation, Maidenhead, UK: English teacher for foreign students, group leader, marketing agent.

2003-95 High School teacher (Italian Language and Literature, English, Geography in English).

2001 STS (Student Travel School): group leader (New York, USA)

1995 STS (Student Travel School): Italian assistant (international working experience in Hastings, Sussex, UK); customer care manager for Italian students and their leaders; residential member in the STS local staff; English and Spanish interpreter.

1991-89 DHL International: customer service agent; flying courier.

## ADDITIONAL SUPPORTING INFORMATION

Computer literate; very good communication skills; readiness to move abroad; readiness to travel frequently; driving licence.