Monica Iannicelli

I am highly dedicated, resourceful and professional with a commitment to delivering outstanding levels of support to the families I work for. I am adaptable and flexible to changing requirements, I can identify priorities and multitasks to ensure all deadlines and requirements are met. I am efficient and effective in a variety of tasks with a positive attitude to challenges, I learn quickly and apply new skills where required. I am fluent in multiple languages, and I have good communication and interpersonal skills when working with families. I firmly believe in enhancing the independence and curiosity whilst working as an educator of children.

Teaching and Translating Experience

2017 to date

- Public school English teacher for PON projects.
- Private tutor for different subjects (History, science, art, geography...) using the CLIL method.
- Freelance English Tutor at 4You Language School (Vignola- Mo).
- Freelance English tuto at Multilingua School (Castelfranco Emilia
- Freelance translator (Translated ENG>ITA "Gli spettri della chiesa di Stoneground", E.G. Swain, Providence Press Edition)
- Part-time Museum and tour guide at ""Acetaia Giusti", Lesignana

Personal Assistant Experience

2015 - 2017 PA / Tutor, Fulham, London
• Providing comprehensive support with a variety of administrative tasks, as well as managing the client's personal activities and errands and coordinating home repairs with tradespeople
• Meeting with all household requirements, including supporting the children, aged 11 and 14, with their studies, providing tutoring to high standards

2015 Personal Support / Event Organiser Italian Photographer
• Effectively curated a London event for an Italian Photographer from researching and securing locations, coordinating catering and producing marketing materials for social media and magazines
• Coordinated promotional materials, which included art, video, music and photography and organised sponsors in accordance with the design of the exhibition

2013 – 2014 Private Assistant B&B La Corte del Macero, Italy
• Providing extensive support for the owner with the marketing and management of the facility
• Meeting with requirements with the production and development of the website and associated social media
• Assisting with the development of materials and translating web pages into Italian, English and French
• Caring for children in accordance with family requirements during the provision of childminding services
• Delivering excellent standards of customer service during transactions with clients in reception and concierge roles

2010 – 2013 PA and Property Manager Villa Triboli SpA, Florence, Italy
• Supported daily activities within the household during low season with additional responsibility for staff and property management during rental season
• Accurately maintained budgets and reported household expenditure levels as required
• Effectively coordinated travel itineraries and managed diaries with client information as well as personally, for the property owner.
• Provided extensive concierge services for guests with the coordination of events, tours and transportation

1998 – 1999 Personal Assistant and NannySwiss / English Family, Florence, Italy
- Provided excellent standards of care for three children aged 6, 8 and 10 in accordance with the family's requirements
- Chaperoned the children during events and chauffeured them to school and extra-curricular activities
- Supported the family with a variety of errands and household duties on a daily basis

Sales / Administration / Customer Services Experience

2010 – 2011 Concierge / Receptionist, Villa Antea, Florence, Italy
- Consistently meeting and exceeding customer requirements during the checking in and out of rooms, managing all reception and reservations activities in a timely manner
- Accurately managing and maintaining finances, completing records and reconciling monies as required
- Providing a host of additional services in accordance with guest requirements, including reservations for museums, transfers and car rental, and tours in Florence and Tuscany

2001–2010 Sales Department Business Coordinator, Bosch Rexroth SpA, Nonantola, Modena, Italy
- Effectively managed the migration from ERP to SAP and coordinated data management within the sales department
- Accurately updated and managed customer accounts and credit facilities in accordance with company policies
- Coordinated operations between the sales department and production, ensured orders were managed appropriately and delivered high standards of customer service

1999 – 2001 Sales Director PA, Oil and Steel SpA, Modena, Italy
- Provided comprehensive support for the Sales Director with diary and travel itinerary management and to the finance team with credit management
- Liaised with international customers and coordinated documentation as required, included the translation of technical materials
- Planned and delivered international exhibitions in conjunction with the sales team

1996 – 1998 1995 – 1996 1993 – 1994
Customer Office Manager, Future Strategies, Carpi; Italy Sales Secretary, Dynamic Srl, Modena, Italy; Accounting Secretary, Sacma Snc, Modena, Italy.

Education and Qualifications
- **Language and Foreign Literature Diploma @ITF F Selmi, Modena, Italy (1992)**
- **CELTA CERTIFICATE (2018)**
- **Certificate of Higher Technical Specialization in Design and Implementation Techniques of Craft Processes and Agrifood Processing with Typical Local Products and Food and Wine Traditions (2019)**
- **HACCP Certificate (2019)**

Skills

Languages:
Native in Italian and English with excellent skills in French, Spanish and German

IT Proficiency:
ERP: SAP; AS400; APACHE
DESKTOP SUITE: Microsoft Office Windows and Mac (including Word and Excel and PowerPoint); iWork (Pages, Numbers, Keynote)
OPERATING SYSTEM: MacOS; iOS, Android, Linux
GRAFIC DESIGN and EDITING: Adobe Photoshop; Lightroom; iMovie
SOCIAL MEDIA MARKETING: Facebook, Twitter, Instagram

Personal Details

Driving Licence: Full & clean
Interests Include: Traveling, Pastry Making, Photography, Movies Directing.

References and DBS check are available on request