

**Maria Giulia Romanini**

**Home Address:** Via Adriano Colombo 71, Botteghino di Zocca,  
Pianoro, 40065 Bologna, Italy  
**Telephone:** +39 3703080089  
**Date of Birth:** 18.03.1997

**Telephone:** 07519662206  
**Driving License:** Full and clean,

**EMPLOYMENT HISTORY**

**Operation Officer (On Call), VFS Tasheel, Bologna, Italy**

*(August 2019 – January 2020)*

Achievements and responsibilities:

- Check of documents and files for the correct filing to VISA request.
- Good handling of all customers' requests – both in person and through email/telephone.
- Administration and logistic of delivery of passports to the council/embassy/client/associate...
- Keep updated, organised and register all data.
- Handling of cash and bank transactions.

**Assistance Coordinator, Travel and Medical Assistance Direct Line Group, Farnham**

*(from February 2018)*

Achievements and responsibilities:

- Adhere to all current claims handling processes to ensure business delivery & financial performance.
- Compliance with policy cover and indemnity. Identifying fraud cases. Tracking the progress of cases.
- Focus on delivering accurate, timely and cost effective practice at all times.
- Complete detailed documents in accordance with the required service levels.
- Demonstrate an appropriate level of information gathered through relevant sources and third parties (e.g. FCO).
- Deliver exceptional customer service at all times and within all situations in order to satisfy customer expectations.
- Meet customer satisfaction by fair interpretation of the policy coverage, speed of response and working collaboratively with customer relations. Contribute and attend where necessary TMA customer experience boards.
- Actively manage and progress the case diary. Complete sufficiently detailed case handovers ensuring that all required actions are completed and outstanding actions are comprehensively explained to relevant colleague.
- Provide the highest standard of technical knowledge and support the development of your colleagues.
- Follow the TMA complaint handling business rules and identify, own and manage the risks involved in running our business.
- Remain within the agreed TMA risk and regulatory constraints and comply with the regulations of the FCA.

**Boutique Sales Associate/ Sales Advisor, Beverley Edmondson Millinery, Farnham**

*(September 2017 – February 2018)*

Achievements and responsibilities:

- Provide good customer service (with friendly greetings) while obtaining great sales, building the customer's confidence by making the store experience interactive, engaging and reassuring. Consult and support customers, including serving as fashion stylist with the clientele to best fit the customer's needs. Assist customers with enquiries as it relates to product offerings, pricing, selecting outfits.
- Keep high levels of knowledge of product features, services, marketing promotions, special offers, latest trends.
- Manage the register, cash handle-on the checkout and in the cashing up of tills, handle customers' transactions, refunds and payments by phone; manage records of daily inventory totals, check balances.
- Design and execute window displays, as per current trends and best sellers. Assist in selecting and ordering new merchandise.
- Maintain clean, tidy and well organised the appearance of the shop.
- Help post about shop events, sales, new arrivals and photos on social media.

**Guide and Student Admissions Ambassador, University for the Creative Arts, Farnham**

*(from January 2017)*

Achievements and responsibilities:

- Leveraged observational skills and constantly increase my knowledge to offer personalized and competent tours, thanks to my good oral speech skills.
- Filed numerous paperwork/folders for incoming students attending the university.
- Efficiently assist with the coordination and implementation of various events
- Confident in building social skills such as team building and conflict resolution.
- Encourage prospective students to attend the University, engaging in mentoring with students.
- Provide great quality customer service to students and parents, answering questions about academic programs, student activities and campus life.

**Tutor (Italian, Art, French), Farnham**

*(from January 2017)*

Achievements and responsibilities:

- Develop and implement comprehensive lesson plans that accommodate specific level of learners while offering support to make certain each student is able to grasp materials.
- Identify, select, and modify resources to meet student's diverse needs and integrated worksheets to vary lessons and consolidate concepts.

- Assist students for GCSE exams and international certificates and with homework.
- Create lesson plans, review worksheets and materials assigned by the students' teachers, and practice tests to prepare students for exams.
- Communicate with parents about students' progress.

**Sales Advisor, Carl Scarpa – Elphicks, Farnham**

(August 2017 – October 2017)

Achievements and responsibilities:

- Presenting a professional and friendly first impression of the firm to all visitors and clients
- Answering incoming calls
- Hit personal and company daily goals.
- Recognized for the ability to quickly establish rapport with customers, up-sell traditionally hard to sell products by providing extensive product information of the benefits.

**Waitress, Cashier, Bartender, The Nelson Arms, Farnham**

(September 2016 – October 2017)

Achievements and responsibilities:

- Effectively communicate with kitchen staff regarding customer allergies, dietary needs, and other special requests, and appropriately suggested additional items to customers to increase restaurant sales. Maintain knowledge of current items, ingredients and preparation methods.
- Manage closing duties, including restocking items and reconciliation of the cash drawer.
- Inquire about guest satisfaction, anticipate additional needs, and happily fulfilled requests.
- Provide exceptional, friendly and fast service, and skilfully anticipate and address guests' service needs, answering to any requests or enquiry.

**Catering, Profiles, Farnham**

(October 2016 – October 2017)

Achievements and responsibilities:

- Ensure the highest standard of customer care is delivered to all customers at the facility.

**Baby-Sitter**

(from 2014)

**EDUCATION**

**Università di Bologna – Law School**

(from September 2019)

**University for the Creative Arts - UK**

(September 2016 – June 2019)

BA (Hons) Film Production Degree

**Liceo Classico Luigi Galvani – French International Linguistic School, Bologna**

(September 2011 – July 2016)

International Baccalaureate and High School Diploma

**Foreign Languages**

A1 & A2: Basic

B1 & B2: Independent

C1 e C2: Proficient

| COMPREHENSION |         | SPEAKING    |                 | WRITING |
|---------------|---------|-------------|-----------------|---------|
| Listening     | Reading | Interaction | Oral Production |         |
| English       | C2      | C2          | C2              | C2      |
| French        | C1      | C1          | C1              | C1      |
| Spanish       | B2      | B2          | B1              | B1      |

BA Film Production, IELTS

Baccalaureat Littéraire,

High School Diploma

**Communication Skills**

- Great team work and Leadership
- Excellent communication skills, both written and oral, at the phone and in foreign language, even in front of a group of people
- Personal control to work under stress, problem solving and effective decision making

**Organisation skills**

- Working in autonomy
- Great organisation and time management
- Excellent planning and project handling
- Respecting the due dates

**Professional Skills**

- Empathy, negotiation skills, persuasion and adaptability
- Good knowledge of First Aid measures
- High adapting skills, able to understand and use new systems rapidly and efficiently
- Great knowledge of the main PC packages: Office – word, excel, power point, Adobe -photoshop, premiere

**Ottime referenze disponibili su richiesta**

Autorizzo il trattamento dei dati personali contenuti nel mio curriculum vitae in base all'art. 13 del D. Lgs. 196/2003 e all'art. 13 del Regolamento UE 2016/679 relativo alla protezione delle persone fisiche con riguardo al trattamento dei dati personali.

## Maria Giulia Romanini

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Bologna

First and Second Assistant Director and Screenwriter, with great set and communicative skills

### Experiences:

#### **First Assistant Director**

Bologna 2020

- *La Sorpresa* (2020)

UCA Farnham 2016-2019

- *Drifting West* (2019)
- *Dreamlife* (2018)
- *Eagle in the Wheelchair* (2018)
- *Showercide* (2017)

#### **Runner**

London 2018 - 2019

- *Game of Thrones 8 – ep. 3, 4, 5* (2019)

#### **Director**

UCA Farnham 2016-2019

- *The Pickup Artist* (2018)
- *Magical* (2018)
- *Take the Shot* (2017)
- *Chi la fa l'Aspetti* (2017)
- *SLAP* (2016)

#### **Producer – Production Secretary**

UCA Farnham 2016-2019

- *Drifting West* (2019) - PS
- *Montse* (2016)

#### **Screenwriter – Script Editor**

London 2019

- *The Art of Killing* (2019) SE

UCA Farnham 2016-2019

- *Fairy Oak – The Twins' Secret* (2018-2019)

#### **Assistant Art Director – Decorator**

UCA Farnham 2016-2019

- *The Key* (2018)
- *The Wicked Stepmother* (2018)

#### **Casting Director**

- *In a Pickle* (2018)

#### **Actress**

Bologna (until 2016)

- *Newsies* (2015-2016)

UCA Farnham 2016-2019

- *Neils* (2017)

- *Il Mercante di Venezia* (2015-2016)

- *Wicked* (2014-2015) and *Chorus Line* (2014)

### Abilities:

#### **LINGUISTIC**

- English (C2)
- French (C1)
- Spanish (B1-B2)

#### **TECHNICAL**

- Microsoft Office Suite
- Mac & Windows
- Adobe Premiere Pro, Adobe Photoshop, AVID
- Adobe After Effects, Lightroom
- DSLR e Film/Video Cameras
- Social Media

#### **COMMUNICATION and PERSONAL RELATIONS**

- Great, written and oral
- Great, at the phone
- Public speech
- Great, organisational under stress
- Great adaptability
- Great in group work and proposals
- Clean and tidy

#### **OTHER**

- Driving licence B - clean
- Good Knowledge of First Aid Measures

### Education:

*Bologna University, Italy – Law Degree* (ongoing)  
*University for the Creative Arts, Farnham, Surrey – Film Production* (2016-2019)

*Liceo Classico Luigi Galvani, Bologna – Linguistic International School* with Baccalaureat

Ottime referenze su Richiesta