

# Curriculum vitae

## PERSONAL INFORMATION



## Giulia Tassetto

📍 Via Anna Magnani, 6, 30038 Spinea, Venice (Italy) (MOVING TO MILAN IN MARCH 2019)

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🌐 <https://www.linkedin.com/in/giulia-tassetto>

📅 Date of birth 12/03/1989 | 🇮🇹 Nationality Italian

## WORK EXPERIENCE

01/10/2018–Present

### Urbana Smart Solutions Pte Ltd

Via Friuli, 42, 31045 Motta di Livenza, Treviso (Italy)

<https://www.urbanasolutions.net/>, <https://www.myqix.com>

#### Marketing Communications Specialist

I'm responsible for cultivating the corporate identity and improving the company's image. My main responsibilities involve: set up and management of corporate websites and all communication materials (contents for brochures, newsletters, press releases); coordination of external agencies for the creation of online and offline advertising and communication campaigns; content and campaigns management on social network profiles; drafting commercial presentations for potential partners; management of events and business trips of staff and managers.

🏢 Business or sector Communication & Marketing

08/10/2015–31/05/2018

### OVS Spa

Via Terraglio, 17, 30174 Mestre, Venice (Italy)

[www.ovs.it](http://www.ovs.it)

- 08/10/2015-15/05/2017 **Product Controller Foreign Markets:** I was in charge of selecting the Woman assortment and assigning the quantities to be sent to the foreign stores. Main responsibilities included: defining the quality cluster of the stores in order to ensure the proper offer in width and depth terms; items' size definition; market mix and assortment structure (monthly intake per function and segment); benchmarking analysis; set up of the show room; outfit selection for foreign stores' windows.
- 16/05/2017-31/05/2018 **Supply Chain Import-Export Coordinator:** I was in charge of the management of documents and the customs clearance operations, together with the handling of all matters concerning the logistics flow of the goods, both by sea and by air. Responsibilities involved the management of the import-export administrative-accounting procedures (included the opening and amendment of documentary credits) and of the foreign trade techniques, as well as the relationship with suppliers and freight forwarders.

🏢 Business or sector Buyer, Fashion Retail, Merchandising, Import-Export

28/01/2015–06/10/2015

### Filoblu Srl

Via Caltana, 116/C, 30030 Santa Maria di Sala, Venice (Italy)

[www.filoblu.com/it/](http://www.filoblu.com/it/)

#### Fashion E-commerce Assistant

I was responsible for providing multilingual customer service and retail assistance for online customers (Italian, English, French and German). My responsibilities included: assisting customers with questions regarding the website and product line; processing customer orders and furnishing order confirmations; handling customer concerns, inquiries and complaint; assisting customers with questions and problem resolution via email, chat and phone; working with external shipping companies to create, track and trace packages and file claims; collaborating with multiple departments to resolve issues relating to damaged and returned goods, website discrepancies and product information modifications; using electronic systems to discern and resolve potentially fraudulent orders; KPI monitoring.

**Business or sector** E-commerce, Customer-Care, Fashion, Luxury

01/10/2010–20/02/2014

### Work experiences during Studies

- 01/08/2013-20/02/2014: receptionist at the Hotel "Ai Tolentini", Calle Amai 197/g, Santa Croce, 30135, Venice.
- 01/02/2013-30/04/2013: digital archivist (Internship) at the University Center of Venetian Studies, Palazzo Minich, San Marco, 2940, 30124, Venice.
- 01/10/2010-01/03/2011: English teacher (Internship) at the English School "Inglese Dinamico", Palazzo Sandi, San Marco 3863/A, 30124, Venice.

## EDUCATION AND TRAINING

01/06/2018–31/07/2018

### Digital Marketing and Graphic Design Course

ISCO SC

Via R. Zandonai, 6, 30174 Mestre, Venice (Italy)

<http://www.isco-sc.it/formazione>

Main areas of study: elements of graphic design for the layout of a website; corporate marketing and web marketing strategies; online advertising and social media marketing; SEO and SEM positioning techniques; DEM; business plan for the web marketing; brand reputation.

15/09/2011–03/10/2014

### Master's degree (110/110 cum laude)

EQF level 7

Cà Foscari University- Faculty of Foreign Languages and Literatures

Dorsoduro 3246, 30123 Venice (Italy)

<http://www.unive.it/pag/2967/>

Advanced linguistic and cultural skills in English. In-depth knowledge of the historical-diachronic evolution rules and of the philological and informatics methods for the interpretation and edition of texts.

15/09/2008–04/11/2011

### Bachelor's degree (102/110)

EQF level 6

Cà Foscari University- Faculty of Foreign Languages and Literatures

Dorsoduro 3246, 30123 Venice (Italy)

<http://www.unive.it>

Solid linguistic knowledge of English and German. Acquisition of specific skills in the philological-publishing field.

## PERSONAL SKILLS

Mother tongue(s)

Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
University Exam - English Language 3 (C2)					
German	C1	C1	B2	B2	B2
University Exam - German Language 3 (C1)					
French	C1	C1	B2	B2	B2
Swedish	A2	A2	A1	A1	A1
University Exam - Swedish Language (A1-A2)					

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

- Job-related skills**
- I have an excellent command of Microsoft Office tools (WORD, EXCEL, POWERPOINT);
  - I'm familiar with HTML5 and Wordpress.
  - I have good knowledge of SEM and SEO tools (Google Adwords, Search Console, Google Analytics, Google Trends).
  - I have basic knowledge of graphic Softwares: Adobe Photoshop, Illustrator, Indesign.
  - I'm quite comfortable with the use of business softwares like SAP, Citrix, Confluence, Jira and the e-commerce Platform Magento.
  - I have a remarkable command of the most common online booking softwares (Booking evolution, Expedia, Hostelbookers).

## ADDITIONAL INFORMATION

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**Driving License** B, with own car.

- Courses**
- 04/2017-08/2017: Business German Course (CEFR C1) - Millenium Language School - 40 hours.
  - Online Marketing training courses [www.ninjacademy.it](http://www.ninjacademy.it):  
"introduction to the instruments of Digital & Social Media Marketing", "introduction to the Neuromarketing", "how to launch a digital product" (webinar).

- Experiences abroad** Exchangeships in Germany:
- 07/2007 - 08/2007 in Würzburg.
  - 06/2008 - 09/2008 in Lübeck.

**Processing of personal data** I authorise the handling of my personal data pursuant to the Personal Data Protection Code – Legislative Decree n. 101/2018.

Giulia Tassetto