

LETIZIA CUOFANO

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Residence address: Gradini Giuseppe Piazzi 9 ▪ 80137, Napoli, Italia

18/03/1987 ▪ Italian

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Excellent organisation, communication, leadership, linguistic skills.

I am trustworthy, serious, empathic and I am able to respect the due dates and to work both in a team and alone.

I speak **English, Swedish, French and Portuguese fluently and Italian is my mother tongue.**

Professional Goals: I am open to work by combining my skills and blending the organisational mindset together with the creative skill.

PROFILE:

- Excellent time management skills
- Excellent linguistic skills
- Excellent team management skills
- Excellent organisation and problem-solving skills
- Able to work in highly dynamic professional contexts
- Empathic and able to understand people's needs
- Collaborative and able to work both autonomously and in a team
- Trustworthy, punctual, responsible and accurate
- Creative thinker

PROFESSIONAL EXPERIENCE:

Naples, freelance Meditation facilitator- 01/07/2025→

- Guiding specific meditations during pilates and yoga sessions to help people finding spiritual, energetic and emotional balance

Naples, remote- Freelance Life Coach- 01/11/2024→

- Helping to clarify goals, identify the obstacles and come up with strategies to succeed in all the fields

Naples, remote- freelance Astrologer and Astrologic Coach- 01/05/2024→

- Helping to find people's resources, skills, blockings through the Natal chart analysis and come up with strategies to take advantage of their own Natal chart configuration

Naples- freelance tour guide-01/09/2023→

- Informing customers about the itinerary for each tour
- Guided tours in Naples, Pompei, Caserta, Herculaneum in Italian, English, Portuguese and Swedish
- Planning itineraries in accordance with weather forecasts and the length of each tour
- Scheduling visits and purchasing tickets to museums, galleries, parks, and other attractions
- Planning alternate activities in the event that cancellations, closures, or weather prohibit from attending scheduled events
- Gathering and maintaining the requisite equipment for each tour

Lisbon- tour guide- 01/05/2023—30/07/2023

- Greeting and welcoming customers
- Informing customers about the itinerary for each tour
- Planning itineraries in accordance with weather forecasts and the length of each tour
- Scheduling visits and purchasing tickets to museums, galleries, parks, and other attractions

- Planning alternate activities in the event that cancellations, closures, or weather prohibit from attending scheduled events
- Gathering and maintaining the requisite equipment for each tour
- Familiarising with the layout and history of Lisbon

Seda International Packaging group S.p.a, Frattamaggiore, viale Marconi

B2B International customer representative- 08/11/2021- 15/03/2023

- Processing and following orders from the artwork creation process of paper products up to the deliveries
- Handling international customer such as Nestlé, Starbucks, Cinema Business
- Detect, identify, troubleshoot or escalate technical issues encountered by our customers and follow-up accordingly. Liaise with internal teams to ensure notification/action and resolution of client issues
- Acknowledging and resolving customer complaints
- The job also consists in interacting with all the departments: this includes working closely with the logistics team to ensure that the orders are shipped on time, with the quality team to ensure that the products meet the required quality standards, with the research and development team to provide customer feedback and suggest product improvements and with the pricing to check and elaborate in the system the prices

Naples- Independent tour guide- 01/08/2022- 15/03/2023

- Greeting and welcoming customers
- Informing customers about the itinerary for each tour
- Planning itineraries in accordance with weather forecasts and the length of each tour
- Scheduling visits and purchasing tickets to museums, galleries, parks, and other attractions
- Planning alternate activities in the event that cancellations, closures, or weather prohibit from attending scheduled events
- Gathering and maintaining the requisite equipment for each tour
- Familiarising with the layout and history of Naples

Innovaway S.p.a, Napoli, viale Adriano

Service IT Manager- 01/03/2021- 30/10/2021

Main tasks:

- Monitor team performance and report on metrics
- Daily, weekly and monthly service trend reports for the customer Bombardier
- KPIs analysis
- Responsible for escalations and action plans
- Team management and holidays planning
- Final balance verification
- Forecast on the commission trend
- Evaluation of the individual performances
- Listen and resolve any issues or conflicts

Innovaway S.p.a, Napoli, viale Adriano

Team leader- 31/01/2018- 28/02/2021

Main tasks:

- Team management
- Responsible for the shifts and breaks
- Responsible for trainings
- Delegate tasks and set deadlines
- Monitor team performance and report on metrics
- Control resources and utilise assets to achieve qualitative and quantitative targets
- Job interviews in Swedish and English for new hirings
- Support of the help desk team

Innovaway S.p.a, Napoli, viale Adriano
Back-office operator 1/03/2013- 31/01/2018

Main tasks:

- Process requests and escalations from Fendi IT managers
- Ensure any necessary escalation to meet the targets
- Training new team members
- Support of the help desk with the procedure application

Uniflex Bemanning, Arenavägen 57, Box 7014, 121 07 Stockholm-Globen, Svezia
Office worker

- Invoice examination

Svenska Institutet, Slottsbacken 10, 103 91 Stockholm, Svezia
Grant 01/09/09- 31/10/09

- Swedish language courses

Innovaway S.p.a, Napoli, viale Adriano
Help-desk multilingual operator 15/07/07-20/07/09

- First level IT assistance via telephone and chat in Italian, English, Portuguese and Swedish for Manitowoc, Luxottica, Kiko, Percassi, Whirlpool and Fendi
- Diagnose and resolve first level technical hardware and software issues
- Follow up with customers and users to ensure complete resolution of issues

VOLUNTEERING:

SCI, via Cruto 43, 00146 Roma (zona Marconi)
International civil service, Lindoso, Portugal, 01/07/08- 15/07/08– Österfärnebo, Sweden, 24/07/07-05/07/07
• International and multicultural workcamp (environmental work)

EDUCATION AND TRAINING:

Astrologer Diego Ustariz	Astrologer certification, 01/06/2025
Reiki Usui	Chuden Level certification 04/2024
Opes Italia, wellness department	Life coaching certification,26/06/2024
Regione Puglia	Tour guide licence, 16/06/2018
Comune di Firenze	Tour leader licence, 25/10/2017
Stockholms Universitet	Master degree in Language Sciences with specialisation in Portuguese, 09/2009-10/2011, mark B
British Council, University of Cambridge	IELTS- International English Language Testing System certificate, 20/02/2010, mark 7/9
Università degli studi di Napoli "L'Orientale"	Bachelor's degree in Plurilingualism and Multiculturalism, Foreign Languages and Literatures, Degree in Portuguese and Swedish languages, 1/09/05- 13/07/09, mark 110/110

LANGUAGES:

English, French, Portuguese, Swedish: fluent

Italian: mother tongue

IT KNOWLEDGES:

Windows 10/11, network printers, O365, Outlook, Lotus Notes, networks, Active Directory, Citrix, Landesk, Service Now, EZ-Service, Internet Explorer, Secure Pulse.

ADDITIONAL INFORMATION:

I love to travel and I have visited almost all the European countries; plus Brazil and Morocco.

I am a jazz and bossa-nova singer and I have a project called Ohana Music.

I practise yoga and meditation and my passions are: books, spirituality, drawing and singing.

I strongly believe in the importance of environmental awareness and in respect for the environment and I brought this philosophy to the first company I worked for, by proposing a campaign for the use of water bottles instead of plastic bottles and by promoting recycling in all the office rooms.

I believe the respect for people is important in every field.

“In compliance with the Italian Legislative Decree no. 196 dated 30/06/2003, I hereby authorize the recipient of this document to use and process my personal details for the purpose of recruiting and selecting staff and I confirm to be informed of my rights in accordance to art. 7 of the above mentioned decree.”