Giulia Dell’Albani  
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Personal statement

I am a caring, innovative and organised individual with strong communication skills and extensive experience in dealing with customers and visitors on a day to day basis. I enjoy my current role which requires me to be approachable and adaptable as well as improve upon my skills gained in entertainment, food service companies and as a document service operator at The National Archives

Key Skills

* Proficient in all areas of Microsoft Office, including Outlook, Excel, PowerPoint and Word.
* Excellent written and verbal communication skills.
* Awareness of the importance of customer care, and an understanding of upholding core standards and values.
* Have shown an ability to see what needs doing and do it, work in a number of different roles providing different services.
* Can speak English and Italian at a high level

Employment History

**Pizza Metro Pizza**, London, Clapham.

Receptionist

During my time as a receptionist I was asked to handle a wide range of tasks efficiently and effectively. This meant I had to be organised and motivated in my work.

* Dealing with various members of staff
* Creating and maintaining relations with suppliers
* Managing staff levels
* Keeping managers up to date
* Answering customer enquiries professionally through both
* phone calls and email

**Restaurant “Red Pepper”** – London, Maida Vale, United Kingdom

Waitress

* Took orders from customers for food or beverages
* Checked with customers to ensure they are enjoying their meals

**The National Archives**, Kew, Richmond, Surrey, TW9 4DU

Document Production Operator:

Working at the National Archives has provided me the opportunity to work in a number of different roles and build relationships with a lot of my colleagues and external stakeholders. My role includes making the users, (visitors or staff) engagement with the National Archives as pleasant, productive and efficient as possible.

* Overseeing with the accurate production and return of documents to and from 13 repositories both on and offsite.
* Invigilating the reading rooms and events using original documents.
* Issuing readers tickets upon proof of ID
* Assisting new users in using our computer systems and ensuring procedures and processes are followed
* Providing a service (document copying, advice and guidance, document ordering, recalling documents) to a range of customer’s daily, face to face, as well as via emails and phone calls, and trialling the new chat provision.

Education

Westminster Kingsway College – London, United Kingdom

* GCSE of Maths and English Level Two
* Art & Design level 3

Lewisham College – London, United Kingdom

* English for Speakers of Other Languages (ESOL) Entry 3 Level Certificate

Secondary School

* High School Diploma Specialized in Linguistic Liceo Classico “Cornelio Tacito” – Rome, Italy

Istituto Comprensivo Ovidio – Rome, Italy

* Middle School - Junior High School Diploma
* Literature, maths, science, history, computer science, languages

Scuola “Sant’Antonio” – Rome, Italy

* Primary School – Diploma of Elementary School
* Reading, writing, listening and speaking Italian
* Social and environmental sciences, languages

University College London

* Currently studying Anthropology at UCL, Graduating as class of 2020.

References

References are available upon request.