

Massimiliano Ruggieri

Italian graduate - Dublin, Ireland

W: <http://www.worky.com/massimilianoruggieri>

I'm an Italian native speaker. I have work experiences in office environments and in education. Over the course of my career I have worked as translator, program tester, customer service representative, teacher and author of educational material. Over the course of my university career I specialized in educative technologies, e-learning and learning in virtual worlds. I am a critical thinker and I am used to work in a team but also independently when necessary. I am fluent in Italian and English and I also speak some French and Spanish. I am computer savvy and I have experiences in using bespoke programs.

Professional Experience

2009 - 2010 **Università degli Studi di Padova - Author of educational material**

University of Padua, CLA: Temporary contract employment. "ICoN project". Author and tester of educational materials for an on-line self learning course of Italian language for foreigners. Further responsibilities: on-line platform content editing and validation, quality control, data entry.

2010 - 2010 **Netservices srl - Customer Service, Translator**

Netservices srl: Temporary contract employment. Translator of documents, templates and deliverables, responsible for promoting the projects of the enterprise and for establishing relationships with foreign business partners interested in applying for the Intelligent Energy project (Europe II Work Programme 2010 – Save – Altener –Steer and Integrated initiatives).

2010 - 2010 **Interstudio Viaggi - Group Leader**

Interstudio Viaggi: Temporary contract employment. Worcester University College (England), group leader for INPDAP Under 16 language holidays.

Key Skills group leader, travel, tourism

2008 - 2008 **Boston University, Center for Italian and European Studies (CIES) - Assistant teacher**

Boston University, Center for Italian and European Studies (CIES): Padua: Internship. Assistant teacher.

Key Skills italian

2008 - 2008 **Unica Terra - Assistant teacher**

Unica Terra, Padua: Internship. Teacher of Italian as Second Language.

2008 - 2008 **ITC Gramsci - Assistant teacher**

Technical Institute "ITC Gramsci", Padua: Internship. Teacher of Italian as Second Language.

Key Skills Teacher

2006 - 2007 **KAM - Assistant teacher**

Nivala and Oulainen Vocational schools (Finland): Comenius II Project, Italian Language assistant.

- Member of the International committee of the KAM association.

- Organizer of a school trip to Italy.

Key Skills Teacher

2005 - 2006 **Xerox Europe Ltd - Customer Service Representative**

Xerox Europe Ltd Dublin: Customer solutions representative for the Italian market. Specialised in

troubleshooting, customer service, data entry, order management, sales lead, new starters training, internal processes and process testing. Used to working on WCFE, FWSS, XSAP, OPEN UP TIME, VOYAGEUR.

- February 2006: Printers tagging at the Office Depot in Villepinte and Senlis (Paris) in collaboration with the Fleet Executive department.

- May 2006: Official tester of the program "Voyageur": quality control, bug tracking, data entry and processing.

Key Skills customer service, troubleshooting, tester, data entry, order management

2005 - 2005 **Università degli Studi di Bari - Clerk**
Internship: Technical Office representative.

Key Skills technical office, clerk

Education and Qualifications

2008 **Masters/PostGrad - Didactics**
Università degli Studi di Padova

2005 **Bachelor/Degree - Foreign Languages**
Università degli Studi di Bari

Additional Information

Links

My Blog - <http://massimilianoruggieri.blogspot.com/>

Languages

Italian - Fluent

English - Fluent

French - Intermediate

Spanish - Working knowlege

Interests

Photography, Cinema, Music, Literature, Video Editing, Sport, Travels, IT,

Memberships

1999-2001 IHS Sonnenberg
