

Chiara Eisel

Gallarate (VA)

Italy

~~XXXXXXXXXX~~ chiara.eisel@gmail.com

Education

- Sept 2017 – Oct 2017 **CELTA Full Time Course - Pass**
International House (Milano)
- Sept 2007 – Mar 2010 **MA in Philosophy – 109/110 (Distinction equivalent)**
Università degli Studi di Milano
Dissertation: "Mind and Brain. From Chomsky to Neuroscience"
- Sept 2004 – Mar 2007 **BA in Philosophy – 106/110 (First class equivalent)**
Università degli Studi di Milano
Dissertation: "Sense and Meaning in Russell's Work"

Work Experience

- November 2018 - Present **CLIL Teacher**
Primary School– Lonate Pozzolo (Varese)
Teaching science from 1° to 5° grades following CLIL methodology
- October 2018 - November 2018 **YELT Teacher**
Pingu's English – Saronno (Varese)
English courses for children from 16 month to 10 years
Preparing and Delivering languages labs in complete autonomy
- Summer 2018 **Teaching Leader**
EF Education First
Teaching classes following the EF methodology.
Organise, plan and lead a full schedule of activities, games, sports, field trips and excursions.
- October 2017-June 2018 **ELT Teacher**
Cambridge Language School – Busto Arsizio (Varese)
Preparing young learners for Cambridge's exams (Starters, Movers, Flyers)
Business English Courses
Courses for Adult Learners
- October 2016 – June 2017 **Primary School Teacher**
Scuola Elementare Dante Alighieri – Rescaldina (Milano)
Teaching Italian to foreign language students
- November 2015 – August 2016 **Customer Service**
Numero Blu spa - Legnano (Milan)
Provide customer service for an energy, gas and water company in an inbound call center
- March 2015 – October 2015 **Personal Assistant**
Pulisystem srl - Legnano (Milan)
Acting as english interpreter for my Manager
Liaising with the London EMEA Apple Office
Organizing the janitorial service for North and Center Italy Apple Store
Ensuring the high-standard quality of our employee's job
- July 2014 – February 2015 **Shop Assistant & Supervisor**

Joy, Victoria Station - London

- Provide exceptional customer service experience by greeting listening and assisting customers in exceeding their needs demonstrating an excellent knowledge of the products
- Ensure the products replenishment and physical inventory of merchandise, supporting stock control and management
- Contribute to manage the visual display of the products in accordance with the company's visual standards
- Ensure the achievement of individual and Store goals enhancing and developing the business
- Assisting shoppers to find the goods and products they are looking for, maximising cross and up-selling for all product categories, acting as first point of queries for customers
- Be responsible for processing cash and card payments in a timely and secure manner

Mar 2014 – July 2014 **Crew Member**

McDonald, Victoria Street - London

- Serving customers providing high level of customer focus and welcoming
- Processing payments with the highest standards for accuracy, pace and customer service
- Ensuring cleanliness and hygiene of the workplace
- Handling customer complaints effectively and demonstrating creative problem solving skills

Oct 2013 – Jan 2014 **Volunteer**

Solidarieta' & Lavoro – Busto Arsizio (Italy)

- Providing support during the moving to a paperless office, making sure all data were entered in the digital archive in an efficient and ordinate manner
- General office management duties

May 2013 – Oct 2013 **Customer Service**

Juzo Italy SRL – Busto Arsizio (Italy) - manufacturer of medical aids (medical stockings & garments)

- Taking orders from the Italian store and representatives and transmitting them to the German headquarter
- Handling complaints and escalating them appropriately if required
- Answering customer enquiries or passing them to the relevant department
- Liaising with the sales and accounts receivable teams to resolve outstanding queries
- Setting up and maintaining customer files

Additional skills

Languages: **Italian:** Mother tongue; **English:** C2; **Russian:** A1

IT Skills: Excellent knowledge of MS Office (Excel, Power Point, Word, Outlook, Internet Explorer) and Apple Mac operating systems.
LIM
SAP

Additional Interests

Charity work: Paramedic at Red Cross Italy (2007-2014), Human Resource Manager at Red Cross Italy

Hobbies: Photography and use of Photoshop, Opera, Reading in particular English Literature

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