

Valeria Finocchiaro

Details

Skills

Social media and personal branding

Public speaking

IBM SPSS Statistics

MS Office (advanced)

Excel (advanced)

Adobe Photoshop

Salesforce

Hobbies

Visual art, painting, cinema, AI, literature, playing chess (tournaments)

Languages

Italian

English

German

Profile

Project manager and communication specialist working for culture and education establishments. PhD and lecturer in the field of philosophy. Currently completing a second Master's degree in arts and heritage management. Solid experience in sales, customer relations, content production. Well-published writer (in and outside academia) on various cultural themes. Excellent communication skills. Internationally educated.

Employment History

Lecturer, University of Urbino, Urbino, Italy

SEPTEMBER 2022 — PRESENT

- Department of Philosophy

Administration assistant, Europa Business School, Amsterdam

FEBRUARY 2021 — AUGUST 2022

- Sales: grew customer base by 30% in 6 months
- Customer care: increased customer satisfaction and reduced cancellations by 20%
- Data analysis and reporting on business performance
- Office management and scheduling
- Recruitment and management of 30 external collaborators
- Management of cashflows (€500k ca. yearly revenues)

Office manager, Real Teatro Santa Cecilia, Palermo, Italy

DECEMBER 2019 — JANUARY 2021

- Team Management: ticket office (6 staff)
- Customer relations and customer care
- Introduced a customer feedback collection system, based on which I presented management with action plan to improve customer satisfaction
- Data analysis for customer profiling purposes

Education

Master in Arts Management and Administration, SDA Bocconi, Milan

SEPTEMBER 2022 — DECEMBER 2023

Master of Arts, Gerrit Rietveld Academie, Amsterdam

SEPTEMBER 2021 — MAY 2022

PhD, University of Rome Tor Vergata, Rome

SEPTEMBER 2017 — DECEMBER 2020

Master degree (double degree), University of Jena, Jena (Germany), Padua (Italy)

SEPTEMBER 2014 — SEPTEMBER 2017

Certificate

C1 Certificat Goethe Institut