

## GRETA RUFFINO

14 Eastleigh walk, SW15 4LQ, Roehampton, London  
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### **WORK EXPERIENCE**

#### **April – September 2013**

Nanny London.

- Responsible for the safety, wellbeing, care and development of three young children.
- Stimulating children to read and be active.
- General housekeeping duties.

#### **March 2013 – September 2013**

Team member at Mc Donald's (Cobham), London.

- Provide a high level of customer service.
- Confident cash management.
- Food preparation.

#### **November 2013 - March 2014**

Team member at Pret a Manger (Clarence St.), Kingston upon Thames.

- Provide a friendly service and advice to a diverse clientele.
- Attention to detail and meeting targets.
- Hot drinks preparation.

#### **April 2014 to date**

Call Center Agent at Sitel, Lifescan Johnson & Johnson, Kingston upon Thames.

- Dealing with customer inquiries, complaints and orders.
- Enter new customer information into system.
- Meeting performance targets for speed, efficiency and quality.

### **EDUCATION**

#### **2007 to 2012**

Diploma at "Liceo Leonardo" Giarre, Italy; equivalent High School Higher Education.

#### **2014 to date**

Journalism BA (Hons), University of Roehampton, London.

### **LANGUAGES AND OTHER RELEVANT SKILLS**

Italian (mother tongue).

IELTS Overall Band Score 6.5 (2014)

Full driving license (Italy).

Patent swimming, level 5.

### **INTERESTS**

Literature, ballet, theater, art.