

## Personal information

First name / Surname	<b>Marta Glenda Lugano</b>
Address	Via del Ponte n. 302, S. Pietro a Vico, 55017 Lucca, Tuscany (Italy)
Mobile Phone	+39 3273597728
E-mail	<a href="mailto:glenda07@hotmail.it">glenda07@hotmail.it</a>
Nationality	Italy
Date of birth	07/04/1985
Gender	Female
Organisational skills	Excellent organisational abilities. I am flexible, resourceful, with problem-solving and geography skills. I have the Italian tour guide and group leader licence. I have worked as a tour leader for several agencies and tour operators since 2012, so I am able to guide English, American and Spanish speaking groups of all ages. I love to teach both to children and adults. I have taught Italian L2 for strangers and English Literature at private schools in Italy. I have worked in the marketing field for ten years, this is why I am customer service-oriented and I used to deal with different users' needs. I am willing to travel. I also worked as Museum Attendant.
Computer skills	Word, Access, Excel, PP, Outlook, Internet, Google drive, Photoshop, Lightroom, Wordpress, Amadeus, Invoicex, Illustrator, Viva-Ticket.
Artistic skills	I enjoy reading poetry, writing, Painting, Travelling, learning Foreign Languages, I love Art History and Urban Art too. During my studies, I attended a Public Night Art School in my city and two art summer workshops organized by Pratt Institute (N.Y.) in 2001/2002. In 2005 I was selected to join an International Summer School, focused on Irish Culture at University College Dublin. (U.C.D.).
Other skills	Sports: Tennis, Volleyball; Classical and African Dance.
Dates	03/08/2015 – 15/09/2019
Occupation	<b>L2 Italian Teacher for foreigners</b>
Occupation	<b>Social assistant's operator. "OSA"</b>
Main activities and responsibilities	Identifying levels, Choosing textbooks, dealing with both children and adults.
Name and address of employer	"Odyssey Cooperative", Capannori, Lucca. "Open Knowledges", V.le Antonelli, 307, Pistoia. "The Paths Ass.", Rio del Chitarrino, Barga, Lucca. "Arcolaio Group", Bologna. "Lucca Italian School", Via dei Bacchettoni, Lucca.
sector	Social Help, Education, Cross-Cultural, Italian for tourists, refugees applying, migrations
Type of business or sector	Education, Private School
Dates	15/06/2015 – 31/12/2017
Occupation or position held	<b>Tour Leader and Tourist Guide</b>
Main responsibilities	Taking care of different groups of teenagers during the flight from Italy to Hadlow College (London) and on the way back. Organizing tours in the surroundings areas and daily assistance. Entertainer and group leader during the excursions to the main attractions of London, such as: British Museum, National Gallery, Canterbury, Brighton, Maidstone, and more. English lessons assistant.
Name and address of employer	<b>Phoenix Travel</b> . Via E. Rodriguez, 13 – 47924, Rimini, (Italy) and many others.
Type of business or sector	Study travel, Group Leader services
Dates	11/03/2015 – 11/03/2016
Occupation or position held	Social Media Manager at Mediavalle Information Point.

Main responsibilities	Tourist Info, Front and Back Office's work. Territorial marketing, Organizing local events, Improving "Pro Loco" WebSite, Updating Social Media. Writing and Translating texts and itineraries for the Blog. Inserting events on IAT NET (tourist platform of the Province's website). Texts Editing. Preparing the weekly newsletter of events. Booking and guiding tours for the Gothic Line's Museum in Borgo a Mozzano (Lu)
Name and address of employer sector	<b>Pro- Loco Unpli Toscana.</b> Loc. Borgo a Mozzano, Via Lodovica, Lucca. Tourist Info Point, Guided Tours
Dates	10/12/2015 – 10/03/2016
Occupation or position held	<b>Academic Educational Consultant</b>
Main activities and responsibilities	Responsible for International Relationships among Iran and Italy. Exchange Programs Representative at Eastern Mediterranean University (North Cyprus). Introducing Italian academic Programs for scholars.
Name and address of employer sector	<b>CIFRA Ass.</b> International Centre of Education and Academic Researches, (Rome). Cel: +39 06 92926462 Educational Consultancy, University Exchanges
Dates	03/07/2014 – 23/12/2014
Occupation or position held	<b>Desk Clerk / Tourist Industry's Office</b>
Main activities and responsibilities	Phone Help for accommodation facilities and monthly tourism data's entry. Excel's Comparing data, Data handling and processing by percentage rate change. Fairs and Conference assistant during data and website's public presentation with the Head of Tourism Sector. Site inspections (hotels, holiday homes, camping sites, guest houses, etc.) Assistant for the Travel agency's Director national examination's. Inserting events on the Website. Promotion, social media updating, online itineraries' creation.
Name and address of employer sector	<b>Administration Office of Lucca</b> , Ducal Palace, P.za Grande, Lucca City Center. Tourist Promotion, Statistic Analysis.
Dates	01/09/2013 – 30/11/2013; 15/08/2016 – 02/12/2016
Occupation or position held	<b>Italian Teacher for migrants and refugees</b>
Main activities and responsibilities	Tutoring at Public Education Institution of CPIA, preparing teaching lessons for immigrants foreigners including illiterate learners, choosing course books for the teaching of Italian language at A1, B2, B1 levels; supervising the assigned exercises, completing forms for the inscription to the classes. Preparation of the A2 Exam level for the residency permit.
Name and address of employer	<b>CPIA Versilia, "Barsanti e Matteucci" High School.</b> Via XX Settembre 3 – 55049, Viareggio. Study Center "S. Gemma", Via Orzali 50, Loc. Arancio, Lucca, (Tuscany). Cel: +39 328-4018635
Dates	01/0/2014 – 30/05/2014
Occupation or position held	Incentive Package's Designer
Main activities and responsibilities	Designing customer-tailored tour packages for British/Colombian businessmen. Routes selection, pricing services and total costs. updating the company's web page, attending customers at wineries along trip stages.
Name and address of employer Type of business	<b>Gralek Consulting</b> , Av. Alcalde Luis Urunela 6, Congress Building, Seville (Spain) Consulting for tourist projects and local development.
Dates	02/02/2014 – 31/03/2014
Occupation or position held	Consulting, investigation, Inquiries, survey, elaboration of interviews, Professional Research, Drawing up of reports for Chilean partners.

Main activities and responsibilities	Realization of a project to develop a tourist trend, creation of a Brand for the small town of Penolén, in the province of Santiago de Chile. Name's Project: "Tourist Management, Promotion and commercialization of the Penalolén municipality."
Name and address of employer	Management & Research; Viale Repubblica Argentina 29, Bormujos (Siviglia) Tourist Consulting, Sustainable Tourism, Research, Social Politics.
Dates	15/04/2013 – 15/08/2013
Occupation or position held	Responsible for "La Torre Relais and Farm Holiday" – Arezzo, Tuscany - Italy
Main activities and responsibilities	Territorial promotion and Marketing strategies, Selling of the farm's organic wines and oil, dealing with client's requests, coordinate wine sales and agents, payroll management, Use of billing programs, maintaining international relationships with professionals and agencies, answering emails.
Name and address of employer	Relais "La Torre", Loc. Chiassa Superiore, 52100 Arezzo - Tuscany (Italy)
Type of business	Organic Farm, Agricultural Industry, Wine and Food Tourism
Dates	02/06/2012 - 15/10/2012
Occupation or position held	Tourist Accommodation at Tourist Information Point (Lucca, Borgo a Mozzano)
Main activities and responsibilities	Tourist Info, vouchers, check-point, Back office e Front-office work, Hotel booking, Invoicing tourist buses, Territory Promotion,
Name and address of employer	Itinera S.r.l., Vecchia Porta San Donato, Piazzale Verdi, 55100 Lucca –Tuscany (Italy)
Type of business or sector	Tourist Information, Territory Promotion, Hotel booking.
Dates	05/10/2011 - 05/01/2012
Occupation or position held	Tour Leader
Main activities and responsibilities	Tour leader service, organizing cooking lessons with chefs, make clients feel comfortable during their Italian holiday, prepare breakfast in the Estate, organizing rooms, solving problems and specific client's needs.
Name and address of employer	Flavours Holidays 67-69 Raeburn Place, Edinburgh, (Scotland) EH4 1JF.
Type of business or sector	Tour operator

## Education and training

Dates	10/09/1999 - 15/07/2004
Title of qualification awarded	<b>Social and Pedagogical Science Secondary School</b>
Principal subjects	Social Sciences, Didactics, Pedagogy, Arts, History, English, French, Maths, Geography.
Name and type of organisation	Antonio Paladini Institute (Lucca)
Level classification	High School
Dates	10/09/2004 - 22/07/2008
Principal subjects	Statistics, Business and Political Economics, Tourist Marketing, German, English, Mobility and Transport Economics, I.T., Modern and Contemporary Art, Museology, Sociology, Cinema, Modern and Contemporary History, Geography, Landscape's Architecture, Anthropology, Law.
Name and type of organisation	"Campus Lucca" (University of Pisa).
Level classification	University   Bachelor's Degree
Dates	15/09/2008 – 30/08/2009
Title of qualification awarded	<i>Erasmus Program</i>   Faculty of Tourism Sciences and Management
Principal subjects	Spanish Film History, Spanish for strangers, Cultural Management, English, Advertising History, Political History.
Name and type of organisation	Rey Juan Carlos University - Madrid, (Spain) Camino del Molino, 28943. Campus of Fuenlabrada.
Level classification	University   Bachelor's Degree
Dates	02/10/2010 – 18/07/2013
Title of qualification awarded	<b>Tourism Management</b>

Principal subjects: Statistics, Business and Political Economics, Tourist Marketing, German, English, Mobility and Transport Economics, I.T., Modern and Contemporary Art, Museology, Sociology, Cinema, History, Geography, Landscape's Architecture, Anthropology, Law, World Tourism Institutions, History, Archaeology, Cultural management. Thesis Title: *Tourism of Opera in Italy. The example of Puccini Festival in Torre del Lago. Communication and Public Analysis.*

Name and type of organisation: Campus Lucca Foundation (University of Pisa)  
 Level classification: University | Master's Degree

Dates: 05/03/2012 - 13/05/2013  
 Title of qualification awarded: **Tourist Guide and Tour Leader** – Language Certification: English C1  
 Principal subjects: Gastronomy, Tuscan history and history of art, Tourist Itineraries, Private Law, English, Archaeology, Folklore, First Aid.

Name and type of organisation: Esedra, Tourist Education S.r.l., Viale San Concordio m. 81, 55100, Lucca.  
 Level classification: Taught Course

Dates: 18/10/2014-21/07/2017  
 Title of qualification awarded: **DITALS I and II. Teaching Italian as a foreign language's International Certificates.** (UNISTRASI, International University for foreigners of Siena.),  
 Pedagogy, Didactics, Italian Grammar, Linguistics, Textbooks Analysis. Teaching Italian to migrants: children, teenagers and adults: Chinese, Japanese, Arabian, German, University and College students.

Principal subjects: ILM. Mediterranean Linguistic Institute. Via Cesare Battisti, 3, Pisa, Tuscany.  
 Name and type of organisation: Post university | Taught Course  
 Level classification: Post university | Taught Course

**Personal skills**

Mother tongue

Cordial, Organized, Helpful.

**Italian**

European level (\*)

**English**

**French**

**Spanish**

**German**

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C1	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user
B2	Independent user	B1	Independent user	B2	Independent user	B2	Independent user	B1	Independent user
C1	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user
A2	Basic User	A2	Basic User	A2	Basic User	A2	Basic User	A2	Basic User

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