CHRISTY JENN SMOLENSKI

christyjennsmo@yahoo.com

79 Via G. Marconi 50131 Firenze

tel. 329.719.6557 Italia

- Experience in coordinating, planning and managing.
- Quick to learn and adapt to new situations and environments.
- Work, study and volunteer experience with international education.
- Valid Italian work permit: Permesso di Soggiorno per Lavoro Subordinato.

WORK EXPERIENCE

SAI Programs
Florence Assistant Program Coordinator & Housing Coordinator
April 2014 - present | Florence, Italy
- Manages and coordinates student apartments in the center of Florence for all participating students.
- Advises and assists students in regards to roommate disputes, culture shock, medical concerns, and more.
- Rotates as an emergency contact 24/7.
- Manages facebook/twitter accounts and social media.
- Serves as office receptionist and first point of contact and manages the general email account for the Florence office.

Italy With Us
Sales Promoter
August - December 2013 | Florence, Italy
- Sales promoter in the street marketing department in support of the company's sales of guided tours and reserved tickets for the Uffizi Gallery and the Accademia Gallery.
- Advised tourists, colleagues, and managers about Florence's museums and cultural activites and events.
- Designed brochures, business cards, and thank you cards.

American Institute for Foreign Study Partnership Programs in Florence, Italy
Student Services Advisor
January 2012 - July 2013 | Florence, Italy
- Advised students in regards to medical matters, departure, intercultural activities, cultural adjustment and more.
- Provided 24 hour emergency services, including maintainance of an emergency line.
- Tour Manager for student's day and weekend trips through out Italy.
- Coordinated and planned receptions, cultural activities, trips, guided tours, museum visits, hotel reservations, and more.
- Translated to and from English and Italian.
- Maintained solid communication between clients and managers assuring quality customer service.
- Designed various documents including handbooks, business cards, flyers and more.

Helen Doron
English Teacher
February 2011 - January 2012 | Campi Bisenzio, Italy
- Taught English as a second language to children from 19 months to 9 years old.
- Prepared and created games, activities, art projects and other materials that support learning in an engaging approach.
- Key mediator between clients and managers, attending to contracts, payments, inquiries and class scheduling.

LANGUAGE SKILLS

- Mother Tongue: English
- Fluency: Italian

PROFESSIONAL SKILLS

- *Excellent communication and teamwork skills.*
  - Experience addressing large and small groups.
  - Teamwork skills deveoped collaborating with colleagues in the office and on site.
  - Great customer service skills by attaining over 95% recommendations on customer evaluations.

- *Efficient coordination and organizational skills.*
  - Coordinated and managed student's weekend trips of up to 60 participants.
  - Experience planning and organizing cultural activities, trips, receptions and more.
  - Great problem solving skills.
  - Skilled at prioritizing and time management.

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WORK EXPERIENCE...

California Lutheran University | Study Abroad Center
Office Assistant and Graphic Designer
March – September 2010 | Thousand Oaks, California
- Advised students in all aspects of studying abroad including: pre-departure to returned students inquires, financial, educational, and cultural aspects.
- Translated documents to and from English and Italian.
- Designed posters and other marketing supporting materials.

Buenaventura Art Association | Harbor Village Gallery
Gallery Director of Harbor Village Gallery
October 2009 – September 2010 | Ventura, California
- Wrote several press releases for artists exhibits and various events.
- Coordinated and managed volunteer members, exhibits, events, workshops and more.

VOLUNTEER EXPERIENCE

California State University International Programs in Florence
Volunteer for Connie Perkins, Student Services Administrator
November 2010 – January 2012, August 2013 & January 2014
- Assisted with needed filing and organizational aspects to the office.

Ventura High School
Art Teacher Assistant
February – March 2010
- Assisted art teacher in a multicultural high school art class.
- Instructed students in addition to helping with class management and organization.

NAFSA: National Association for International Educators
Career Center Volunteer
May 26 – 29, 2009 Annual Conference in Los Angeles, California
- Assisted participants with the NAFSA's Career online site.
- Assisted in workshops held throughout the week.

Study Abroad Office at San José State University
Study Abroad Volunteer
September 2008 – May 2009
- Volunteered at various events to help inform students about study abroad possibilities, destinations, and specializations.

EDUCATION

San José State University
Bachelor of Fine Arts in Pictorial Arts emphasis in Painting
Minor in Italian and supporting classes in Art History
May 2010

Deans Scholars for the College of Humanities and the Arts
San José State University
Scholastic Year 2006/07 and 2007/08

California State University International Program in Florence
Studio Arts, Art History, Italian language, culture and history.
August 2006 – May 2008

Accademia di Belle Arti di Firenze
Painting with Professore Borella | Intaglio with Professoressa Contardi
September 2006 – June 2008

COMPUTER SKILLS

- Experienced knowledge of Microsoft Office:
  - Word - Excel
  - Access - Outlook
  - PowerPoint
- Skilled knowledge of Adobe Creative Suite:
  - In Design
  - Photoshop
  - Illustrator
- Knowledge of
  - Constant Contact
  - File Maker Pro
  - Citrix
- Fluent working on Windows and Mac Operating Systems

REFERENCES

Alessandra Rossi
Florence Program Coordinator
SAI Programs
alessandra@saiprograms.com
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Connie Perkins
Student Services Administrator
California State University International Program in Florence
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