

**Curriculum
Vitae Europass
of POLANO
JESSICA**

**Personal
information**

Name **Jessica Polano**

Address

Phone

E-mail

Nationality

Date of birth

Place of Birth

Status

Sex

**Work
experience**

Date November 2022

Position held **Internship at U.M.E.A. service**

Main activities and responsibilities In-depth knowledge of the structure and functions of the U.M.E.A. service.

Employer's name and address AST 1, servizio U.M.E.A., Distretto sanitario di Urbino (PU), Marche, IT

Type of business or sector Education,healthcare

Internship evaluation 5/5

Date March 2021

Position held **Internship at U.M.E.A. service**

Main activities and responsibilities Reception, care, home visits, analysis of local resources in the field of adult disability, participation in medical commissions, deepening of the deontological code of social workers end of the regulations concerning the social service with particular regard to the field of disability, in-depth knowledge of the structure and functions of the U.M.E.A. service

Employers name and address ASUR 1, service U.M.E.A, Health district Urbino (PU), Marche, Italy

Referent Fossarello Luca 0722 301504

Type of business or sector Education,healthcare

Internship evaluation 5/5

Date August 2019/September 2019

Position held **Participant at International volunteering in Colombia for the project "EDUPAZ" of Oikos onlus**

Main activities and responsibilities Participation in awareness raising, cooperation, project planning, support, education and promotion activities within the international project "EDUPAZ" promoted by Oikos onlus and the sur Alexander von Humboldt ISAIS. The project, which took place in the Narino district in southern Colombia, with support of various partners including the municipality of San Daniele del Friuli and Pradamano.

Name and address of the employer	Oikos onlus, Organization for International Cooperation and Solidarity, via Marano Lagunare, 3 (UD), Italy, 0432 520803 and Instituto sur Alexander von Humboldt ISAIS
Type of business or sector	Non profit
Date	2018
Position held	Caregiver
Main activities and responsibilities	Care for a first-degree relative requiring high levels of care. Home and on-site assistance at R.s.a department in San Daniele del Friuli
Type of business or sector	Assistance and Care
Date	2017
Position held	Employee at "Il Cicchetto" in its main catering and sales activities in Saxony, Germany
Main activities and responsibilities	Sales, promotion, allocation and merchandise management at the boutique of objects and furniture located in Penig (Central Saxony, Germany) and activities of dishwasher, assistant cook and room help in preparation, management and organization of the catering activities of the restaurant "Il Cicchetto" located in Lunzenau (Central Saxony, Germany)
Type of business or sector	Trade and Catering
Date	from 2015 to 2016
Position held	Sales Assistant at Domovip s.r.l., Italia
Main activities and responsibilities	Autonomous management of time work, customer research and management, training on product sheets and detailed presentation of the product range through thematic events both independent and organized with the support of zone and area representatives.
Type of business or sector	Trade
Date	from 2012 to 2014
Position held	Apprentice in sales at Sole s.r.l. Calzedonia group Tezenis store
Main activities and responsibilities	Sales, warehouse activities, merchandise allocation, cash activities, shop coordination, display and training on products and collections.
Employers name and address	Sole s.r.l. Udine, 33100; store Tezenis via Cotonificio 22, Torreano (Ud) e via Mercatovecchio 1, Udine (Ud), 33100
Type of business or sector	Trade
Date	from December 2011 to June 2012
Position held	Salesperson at the clothing store Zara Udine, Italia
Main activities and responsibilities	Sales, customer service, warehouse activities, cashier activities, coordination and department management
Employers name and address	Zara Italia s.r.l, via Paolo Canciani 15, Udine (Ud), 33100
Type of business or sector	Trade
Date	from August 2011 to December 2011
Position held	Sales assistant at garment store Zara Udine store, IT
Main activities and responsibilities	Learning about the general corporate structure and the qualities required to enter the Zara Group, carrying out basic functions for the management of the store department such as a good knowledge of the product or, however, a good knowledge of where to find useful information to be provided on request to the customer; refinement of the style of sales and customer service; coordination, goods management within the department and within the warehouse; cashier activities.
Employers name and address	Zara s.r.l. Italia, via Paolo Canciani 15, Udine (Ud), 33100
Type of business or sector	Trade
Date	2010
Position held	Independent distributor at Herbalife Italia
Main activities and responsibilities	Training and updates regarding products and company policy, customer and reseller search through various methods, autonomous management of customers, retailers and work, organization of product presentations
Type of business or sector	Trade

Date 2010
 Position held **Promoter and Hostess for Gipierre agency, Udine, Italy**
 Main activities and responsibilities Knowledge, promotion, sales and product presentation activities for various applicant companies
 Type of business or sector Trade

Date 2009
 Position held **Call center operator in Udine, Italy**
 Main activities and responsibilities Promotion and sales activities
 Type of business or sector Inbound and outbound customer service

Date 2009
 Position held **Bartender and counter clerk in pastry-bar**
 Main activities and responsibilities Customer reception, preparation and drinks service, table service and management
 Type of business or sector Catering and services

Date 2008
 Position held **Babysitting**
 Main activities and responsibilities Supervision and care of children and dogs
 Type of business or sector Family assistance

Education and Training

Date Currently
 Main activities and responsibilities **Master student in “Management of social services policies and multiculturalism”**
 Employer’s name and address University Carlo Bo, Urbino (PU), Italy
 Type of business or sector Education

Date from 2 to 4 September 2022
 Position held **Laboratory participant “Scuola di Futuro”**
 Main activities and responsibilities Selected component in the territorial co-planning laboratory “Scuola di Futuro” to animate and activate the Territories of the internal areas and contribute to the drafting of the first “Declaration of the Internal Areas”
 Funding body Cultural association “Happennino”
 Type of business or sector Education, social innovation, co-planning

Date from March to June 2022
 Main activities and responsibilities **Project “Percorsi Sperimentali”**
 Selected participant for territorial co-planning for internal areas.
 Name and address of the project funder Pietro Pittini Foundation with the support of the Cultural Association Meraki and of the Association of Social Promotion Rob de Matt and the collaboration of the Social Cooperative Cramars, the Ecomuseum Lis Aganis, the Network Rifai and Cantiere Friuli
 Type of business or sector Formation for the Territorial Development of some realities of the internal areas of Friuli-Venezia Giulia

Date 15 July 2021
 Title of qualification awarded **Laurea triennale in Servizio Sociale, L-39**

Main topics/professional skills held	The BSc in Social Service L39 aims at training professionals through an interdisciplinary perspective and, after earning the degree, offers the possibility to access the state exam for registration in the professional register of social workers type B. The training course serves to provide the conceptual tools and research techniques necessary for understanding and intervention in the dynamics both social and personal, also providing the ability to grasp its implications from a relational, communicative, cultural, religious, political and work. The course was characterized by sociological disciplines (SPS/04,SPS/07, SPS/08,SPS/09, SPS/11, SPS/12), legal (IUS/08,IUS/09), psychological (M-PSI/04, M-PSI/05, M-PSI/08), political-economic statistics (SECS-S/05), historical-anthropological-philosophical-pedagogical (M-STO/04, SPS/01, M-FIL/03), medical (MED/42), linguistic (L-LIN/12), as well as disciplines aimed at providing computer skills (INF/01) and social service specifications (SPS/07)
Name and type of organisation providing education and training	Department of Economics, Society and Politics (DESP) of the University of Carlo Bo, Urbino, Marche, Italy, 61029
Vote	110 / 110 with praise
Date	from 22 August 2019 to 17 September 2019
Title of qualification awarded	Certification of Spanish communication skills
Main topics/professional skills held	Basic Spanish language communication skills, articulate conversation structuring and basic writing
Name and type of organisation providing education and training	Gobernación de Nariño, Secretaría de Educación Departamental de Nariño, Universidad de Nariño (ULA)
Date	2019
Title of qualification awarded	Certificate of participation in the training and marketing activities provided for by the project "Sabor Eco Justo"
Main topics/professional skills held	In-depth knowledge of the territory, of the project participants and their local craft production; promotion and dissemination of laboratory activities conducted by the Instituto sur Alexander von Humboldt, ISAIS; activities of assistance, support and listening to artisans; reporting of the project status
Name and type of organisation providing education and training	Institute sur Alexander von Humboldt, ISAIS onlus e Oikos onlus
Date	2019
Title of qualification awarded	Certificate of participation and inter-ethnic exchange within the International project "Dupla paz-edupaz"
Main topics/professional skills held	Knowledge of the territory and project participants, project reporting, data collection, impression and effects of the project on the life of the participants.
Name and type of organisation providing education and training	Instituto sur Alexander von Humboldt ISAIS onlus e Oikos onlus
Date	28 Novembre 2019
Title of qualification awarded	Certificate of participation in the Conference "Work related stress. Risk and resilience trajectories"
Main topics/professional skills held	The conference aimed to define work-related stress, also commonly known as burnout. A number of techniques have been developed to tackle this syndrome, but also to prevent it. In particular, reference was made to the concept of resilience as an essential ability to avoid the possible serious damage related to stress and, at the same time, emphasis was placed on its function of protecting the well-being of people
Name and type of organisation providing education and training	CUG of the University of Urbino, Carlo BO, Marche, IT in collaboration with SISST
Date	12 December 2017
Title of qualification awarded	TELC German B1 certification
Main topics/professional skills held	Listening, understanding, writing and dialectics of German at B1 level
Name and type of organisation providing education and training	Stadt Chemnitz Kulturbetrieb, Volkshochschule, 09106, Chemnitz, Maritzstraße, 20
Date	21 – 22 November 2017

Title of qualification awarded	Certificate of participation in the seminar class of “Gender: an essential category of analysis”
Main topics/professional skills held	The dense meaning of gender as a category of analysis in the various situations of interrelation at both micro and macro levels has been deepened. Moreover, the various social implications deriving from the neglect to the topic of the gender and the scarce diffusion of analysis of the phenomena following an optical oriented from the category of gender
Name and type of organisation providing education and training	University of Urbino, Carlo BO, Urbino, Marche, Italia, DESP
Date	1 July 2014
Title of qualification awarded	High school degree
Main topics/professional skills held	Knowledge and methods of mathematics, physics and natural sciences; in particular, the development of knowledge and skills to develop the skills needed to follow the development of scientific and technological research and to identify the interactions between the different forms of knowledge. The course consists of the following subjects: Italian language and literature, English, history, citizenship and constitution, geography, philosophy, mathematics, physics, natural sciences (biology, chemistry and earth sciences), drawing and art history and computer science
Name and type of organisation providing education and training	Ministero dell'istruzione, dell'Università e della ricerca, Liceo scientifico paritario “Giovanna d’Arco”, Saviano (Na), Italia
Vote	83 / 100

Personal skills

Mother language	Italian and Friulano																																			
Other languages	English, French, German, Spanish																																			
Self-evaluation <i>Europe Level (*)</i>	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Spoken</th> <th colspan="2">Comprehension</th> <th>Written</th> </tr> <tr> <th>Listening</th> <th>Reading</th> <th>Spoken interaction</th> <th>speaking</th> <th></th> </tr> </thead> <tbody> <tr> <td>English</td> <td>B2</td> <td>B2</td> <td>B2</td> <td>B2</td> <td>B2</td> </tr> <tr> <td>French</td> <td>B1</td> <td>B2</td> <td>B1</td> <td>B1</td> <td>B1</td> </tr> <tr> <td>German</td> <td>B2</td> <td>B1</td> <td>B2</td> <td>B1</td> <td>B1</td> </tr> <tr> <td>Spanish</td> <td>B1</td> <td>B2</td> <td>B1</td> <td>A2</td> <td>A2</td> </tr> </tbody> </table>		Spoken		Comprehension		Written	Listening	Reading	Spoken interaction	speaking		English	B2	B2	B2	B2	B2	French	B1	B2	B1	B1	B1	German	B2	B1	B2	B1	B1	Spanish	B1	B2	B1	A2	A2
	Spoken		Comprehension		Written																															
	Listening	Reading	Spoken interaction	speaking																																
English	B2	B2	B2	B2	B2																															
French	B1	B2	B1	B1	B1																															
German	B2	B1	B2	B1	B1																															
Spanish	B1	B2	B1	A2	A2																															
	(*) <i>Common European framework of reference for languages</i>																																			
Social skills and competences	Communication mastery, knowledge of the axioms of communication, active listening skills, good command in the management of interviews, strong organizational and relational spirit, propensity to collaboration and team working also in a multidisciplinary perspective, tendency to co-design, to build social networks and problem solving, a good degree of empathy, creative sensitivity and decision-making skills; wide tolerance and availability towards others and a propensity to integration.																																			
Organisational skills and competences	Propensity to the intelligent management of priorities and time, marked self-discipline and organizational spirit, tendency to planning according to a holistic perspective, tendency to flexibility, cooperation and good resistance to stress.																																			
Technical skills and competences	Mastery in the management of reports and sales techniques, excellent adaptability, distinct assistance and care skills, marked dynamism in the management of assigned tasks, proactive spirit and engaged involvement in the performance of tasks in terms of effectiveness, efficiency and usefulness.																																			
Computer skills and competences	Good knowledge of Windows and Android operating system, good knowledge of Office package, excellent email management and web browser.																																			
Artistic skills and competences	Curiosity and passion for photography, writing, especially for reportage, reading, dance and music																																			

Other skills and competences	A marked tendency to explore, a great spirit of adaptation, a desire to learn and an openness learned thanks to the many and varied journeys made both in Europe and abroad. Thanks to the passion for travel and the university course undertaken, it has been possible to refine the capacity for non-judgment and acceptance of the "different", as well as to have more categories of situational-contextual and cultural analysis available. Then, thanks to the unbridled passion for nature in all its dimensions and the passion for the journey, a strong sensitivity was developed, gratitude and respect for the plant and animal kingdom that has also led in personal life to privilege choices aimed at ethics and sustainability.
Driving Licence	B

I authorize the processing of personal data contained in my curriculum vitae according to art. 13 of Legislative Decree. 196/2003 and art. 13 of EU Regulation 2016/679 on the protection of individuals with regard to the processing of personal data.

Signature