



Giornate di incontri fra aziende, studenti e laureati

# LA STATALE JOBS

from  
LA STATALE  
jobs<sup>to</sup>

**La ricerca del lavoro virtuale e internazionale nel  
contesto attuale  
Scienze del Farmaco**

**7 luglio 2022**

**Rudra Chakraborty**

# Roadmap Presentazione

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**Orientamento**



Selezione



Index siti

# Think before you move... Lo scenario

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# Cambi di Paradigma

## VOLATILITY

Changes occur much more often than before and require continuous analysis and evaluation.

## UNCERTAINTY

We are not able to unambiguously predict and prioritise factors that may influence the situation.

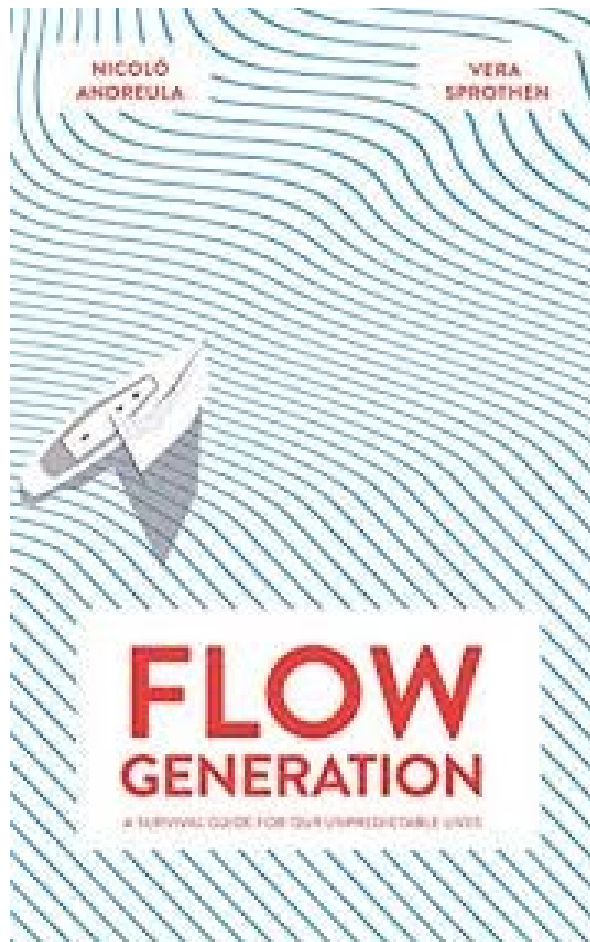
## COMPLEXITY

The number of factors determining the development process increase significantly or become unknown.

## AMBIGUITY

Information is difficult to interpret unequivocally. Past experience is not applicable to explain new processes and events.

# Cambi di Paradigma



«Chi ha un contratto a tempo pieno ed indeterminato sarà presto una specie in via d'estinzione, alla deriva in un mondo di lavori a progetto e freelance.»

L'ascesa dei «**Portfolio career**»

# Il «nuovo» lavoro / «Gig Economy»

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**Freelancer**. Il nome spiega tutto: è il più grande sito dedicato ai freelancer.

**Freelance**. Se stai cercando un lavoro tecnologico, qui ci sono più di 15 mila offerte. Siamo sicuri troverai quella che fa per te.

**UpWork**. Ex oDesk. Su questa piattaforma puoi trovare sia offerte per singoli freelancer che per interi team. Le aziende possono assumere felici lavoratori da remoto da qualunque parte del mondo.

**PeoplePerHour**. Ok, il design non è dei migliori, infatti la maggior parte dei freelancer sono designer. Una coincidenza? Forse no! Ad ogni modo, come suggerisce il nome, la paga è oraria ed è proposta dai freelancer.

**Guru**. Più di 4100 offerte di lavoro in un unico sito. Sarai pagato solo quando il lavoro è completo e i tuoi clienti saranno soddisfatti. Per cui assicurati di fare del tuo meglio!

**Behance**. E' principalmente dedicato al mercato americano ed inglese, ma è anche per lavoro da remoto..

# Orientamento. Think before you move...



## Lavorare all'estero...

1) Capacità Linguistiche (**C1-2**)

2) Burocrazia oltre Europa .....(U.S., Canada)

3) Idee chiare

- Cosa sto cercando? «Stage, lavoro, esperienza, vacanza...»
- Dove voglio andare? «Europa, U.K. ....»

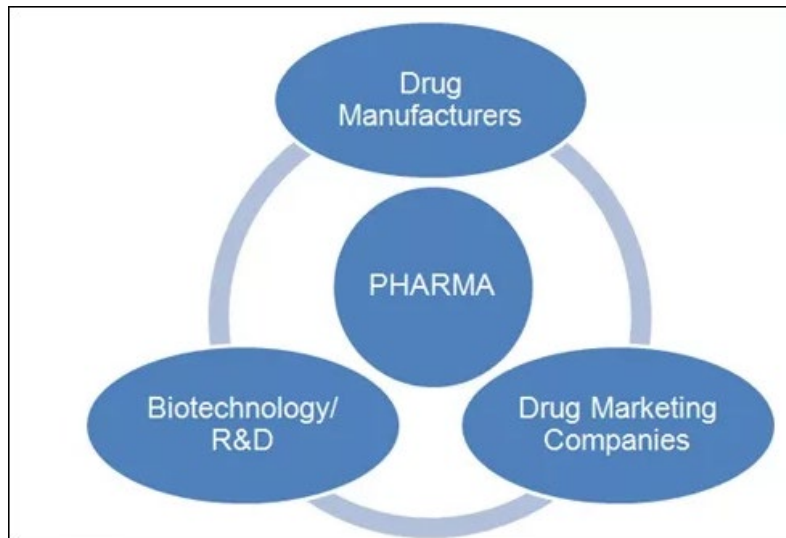
E qual è il mio obiettivo finale in questa fase..(bisogna avere i piedi per terra, le ambizioni devono essere concrete e raggiungibili)?



- Pharmaceutical Industry does not equal Big Pharma!
- The days of everything being in-house are long gone
- The Pharma industry is really a network of big companies, start-ups, contract research organizations (CRO's), Academic labs, research institutes  
.....
- Big Pharma is reinventing itself to be more nimble – more biotech-like
- >85% of jobs in Pharma are outside traditional R&D but majority are people with science degrees**



- Biotech today is not Biotech of the 20<sup>th</sup> century
  - Many biotechs have been swallowed up by large Pharma
  - Days of biotechs seeing themselves as becoming fully integrated pharmaceutical companies is gone
  - Most have a technology or compound they want to sell to large companies, use to attract a large company to buy them or become a specialty service provider.
  - So Biotechs are really an integrated part of the Pharma Industry today – the source of much early Discovery research



## Drug manufacturing

**Drugmakers** include API (active pharmaceutical ingredients) and formulations manufacturers. These companies make the following types of drugs:

- **APIs.** These are the raw materials used to manufacture drugs. Generally, large setups make APIs because these capital-intensive materials require special environmental conditions.
- **Generic drugs.** Companies sell these off-patented, cost-effective drugs at low prices using no specific brand name in order to serve the public. Abbott Laboratories (ABT), Actavis plc (ACT) etc.
- **Patented drugs.** Companies develop these drugs through in-house research or licenses from other firms and then manufacture the drugs under licenses from patent holders. Patented drugs have high profit margins. Pfizer Inc., Merck & Co. (MRK), Sanofi, GlaxoSmithKline, Teva Pharmaceuticals (TEVA), and many others make patented drugs.
- **CRAMS** (contract research and manufacturing services). Companies that provide these contract services conduct research and manufacture drugs under licenses from other companies.

## Drug marketing

Marketing companies in the pharma industry help increase the market reach of drugs. At times, a manufacturing company cannot sell its product in a specific region because the company lacks a license or marketing network to do so. This is where drug marketing companies come in to facilitate sales.

(<http://www.imshealth.com/en/solution-areas/services> )

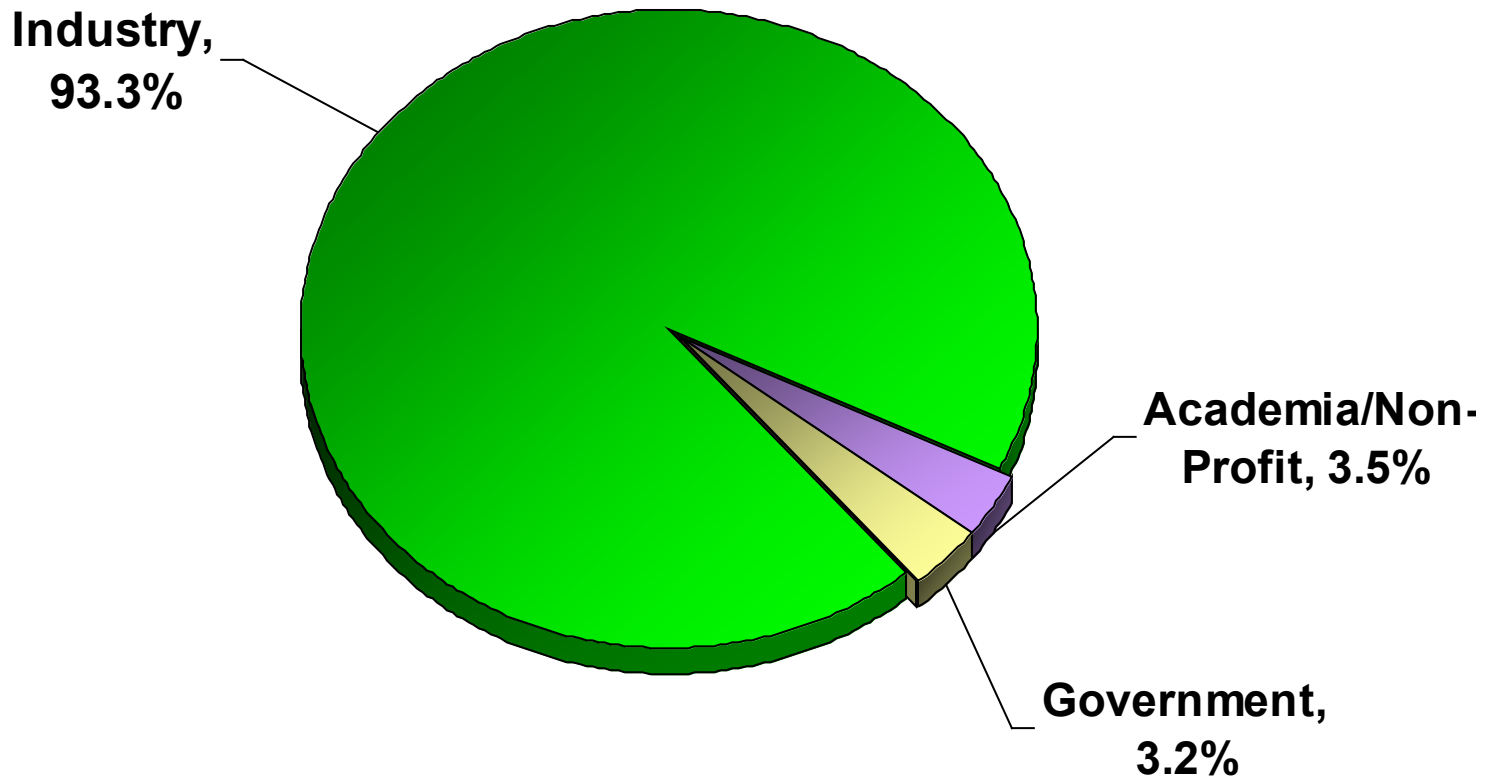


## Biotechnology and R&D

Pharmaceutical companies are either dependent on their in-house R&D centers, or they rely on biotechnology companies to provide them with licenses to manufacture patented products.

(<http://www.biodirecta.com/> )

# Introduzione - The Pharmaceutical Industry is the Source for Most New Drugs



Source: DiMasi et al., *Science*, 2013;22:151-185

# Think before you move... Lo scenario

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Will you go for:

**Accademia or Corporate**

# Academia vs. Industry

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- Academia
  - Knowledge
  - Publication
  - Grants, support
  - New research
- Industry
  - Information
  - Products
  - Sales
  - Market share
  - Share price
  - Profit

# Orientamento. Skills needed



- **Communications and Interpersonal Skills:**

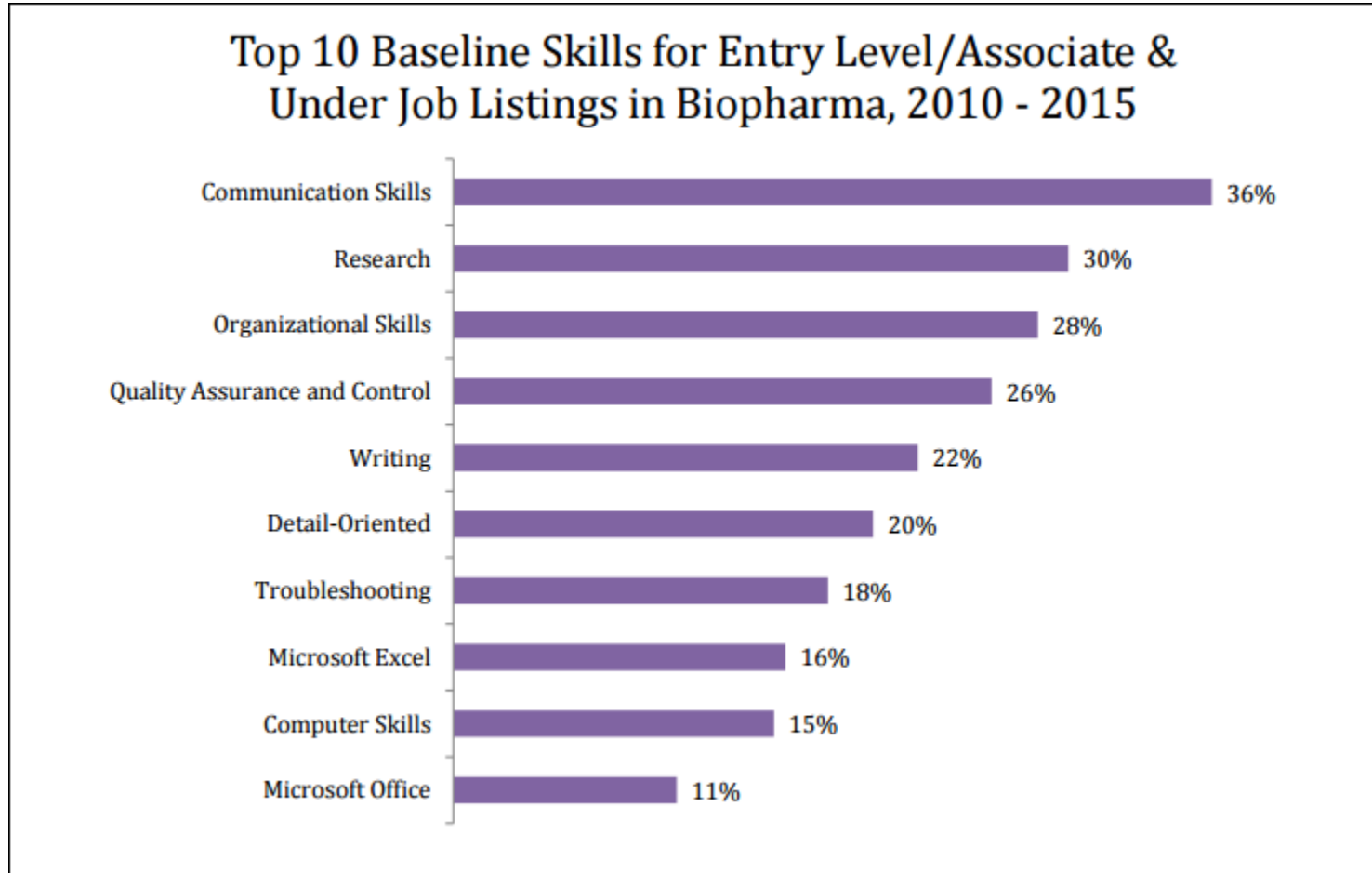
A candidate's ability to effectively articulate information is all-important; the ability to get on with colleagues and co-workers, indispensable. Lee Iacocca, an American businessman most famous for his revival of the Chrysler Corporation in the 1980s, said it best: "You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere".

- **IT Competency:** Beyond a basic understanding of both hardware and software, most employers specifically ask for a working knowledge of the Microsoft Office Suite (Word, Excel, PowerPoint etc) and other every day office applications. Some roles may also demand an understanding of more task-specific applications such as Adobe Photoshop et al.

- **The Ability to Work in a Team:** While leadership qualities are doubtless valued by employers, the ability to work in a team of individuals is also essential to the success of any given corporation. According to research carried out by the Careers Research Advisory Committee back in 2003, while employers rate teamwork as their number one priority, "...only 25 per cent of respondents thought it important to develop such skills". <https://www.massbioed.org/>

# Orientamento. Skills needed

- Importante provare a farsi un'idea chiara di competenze



<https://www.massbioed.org/>



# What are your Key Skills?

<http://knack.it/>

Knack up App on Android and Apple

**Tenacity**

**Strategic Thinking**

**Creative Thinking**

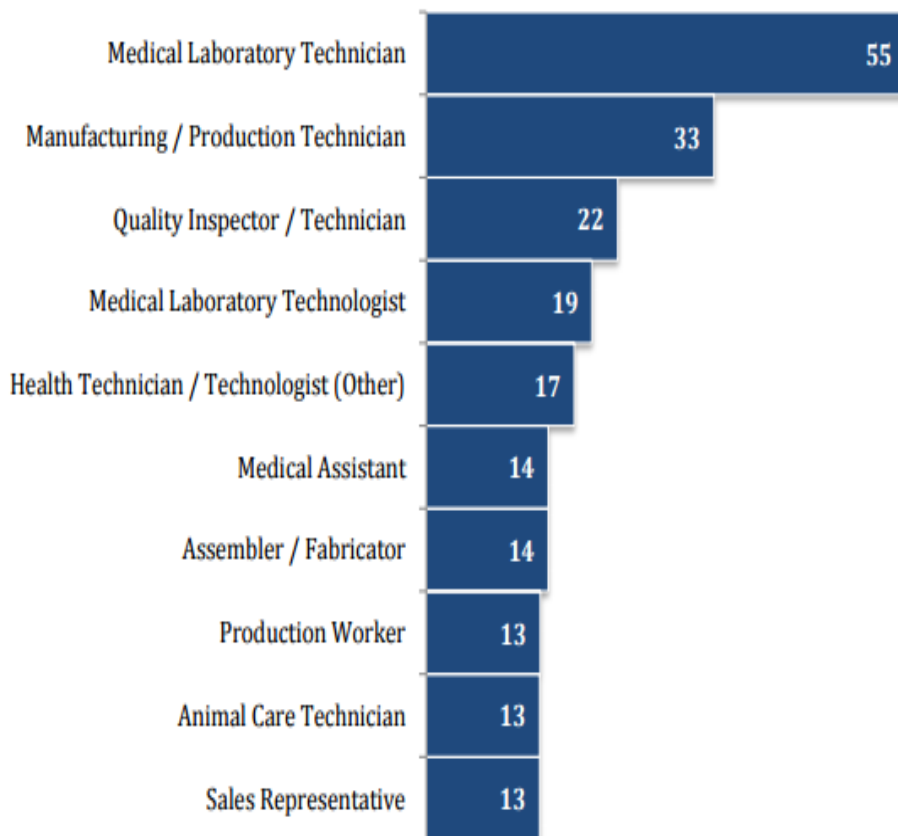
**Growth mindset**

**Skill as a service**

<https://knackapp.substack.com/p/skills-as-a-service>

# Orientamento. Skills needed

## Top Associate and Under Entry Level Jobs, 2015\*



“Specialized Skills” most often requested and/or required by posting companies for Medical Lab Technician openings:

Data Entry (24% of all postings), Chemistry (19%), Cleaning (19%), Centrifugation (18%), Phlebotomy (18%), Sample Preparation (18%), Biology (14%), Venipuncture (13%), and Good Laboratory Practices (13%).

“Specialized Skills” most requested and/or required by posting companies for Manufacturing/Production Technician openings:

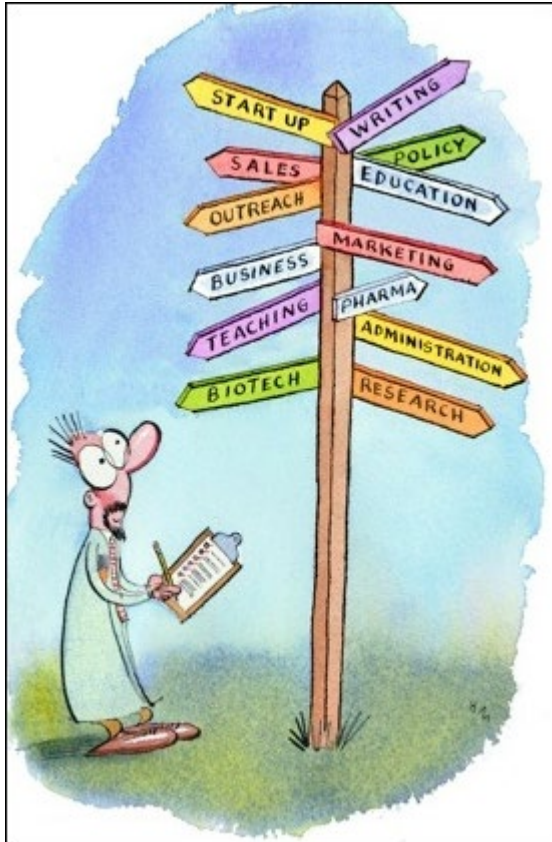
Cell Culturing (55%), Cleaning (50%), Validation (45%), Process Equipment (45%), Aseptic Technique (34%), Good Manufacturing Practices (31%), and SAP (19%).

“Specialized Skills” most requested and/or required by posting companies for Sales Representative openings:

Sales (42%), Aseptic Technique (14%), Logging (14%), Materials Processing (14%), Microbiology (14%), Air Sampling (14%), Spreadsheets (14%), and Sales Management (14%); amongst others.

# Orientamento. Skills needed

Un assessment tool per mappare la crescita personale e professionale



*1 = I would like to never do this in my career | 5 = I would like to do this often in my career*

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<a href="#">[clear]</a>	Designing experiments
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<a href="#">[clear]</a>	Performing experiments
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<a href="#">[clear]</a>	Analyzing experimental results
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<a href="#">[clear]</a>	Planning new scientific projects or developing new research directions
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<a href="#">[clear]</a>	Writing grant proposals

<https://myidp.sciencecareers.org/>  
<https://myidp.sciencecareers.org/Overview/Summary>

The Industry does not pay for your degree or learning  
but what you contribute and how best you deliver the  
results

Mere possession of a degree is not  
sufficient to claim a job

# Orientamento. Where to start....



# Orientamento. Where to start....

Job Boards vs Databases vs Social networks

Leave alone

- Akhtaboot
- LinkedIn
- Monster
- Xing
- Viadeo
- Bayt
- Glassdoor



# Orientamento. Where to start....

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- LinkedIn Posts, Groups,
- Where Else? (Magazines, forums, Events, Career Forums)
- Be in Multinational databases and update your cv regularly
- Company owned Databases (Novartis, Cargill, Bosch)
- Network Expat communities

# Conventional Career Options

- Sales & Marketing (MBA will be advantageous)
- Manufacturing Chemist
- Quality Control/Quality Assurance
- Medical Department
- Training and Development
- Hospital Pharmacists in Private & Government Organizations
- Community Pharmacist (working in Drug Store or Retail Pharmacy)
- Drug inspector/Government Analyst



# Conventional Career Options

- R&D laboratories
- Formulation Development
- Distribution & Supply Chain Management
- Exports & International marketing
- Regulatory affairs

# Not So Conventional Career Options

- Medical Transcription
- Data Manager
- Market research organizations like – IMS
- Pharma domain specialist in consulting firms like Accenture, McKinsey etc.
- Pharma IT companies, Digital marketing

# Not So Conventional Career Options

- CROs -as medical underwriter, Data validation associate, clinical research associate etc.
- Medical writing/Medical Sciences Liaison/ Medical Advisor-PR

## Newer opportunities...

- Medical and Scientific Services and Communication Agencies
- Scientific publications
- Medical tourism, Business Process Outsourcing (BPO), Knowledge Process Outsourcing (KPO)
- Pharmaceutical Journalism offers rewarding career for pharmacists with writing and editing skills.
- Intellectual Property Right (IPR)
- Digital marketing companies
- IT Sector- Medical billing, Medical Coding and Insurance claim

## Acquire additional Short Term qualifications

- Short-term postgraduate diploma courses in
- Regulatory affairs
- Intellectual property rights
- Pharmacovigilance etc.

## Consulenza ...

- Pharmacy grads are absorbed by several consultancy firms as pharmaceutical industry and hospitals are their big clients
  - Deloitte
  - KPMG
  - McKinsey
  - Accenture etc.

## Newer opportunities...

- Nanotechnology
- Cosmetics
- Herbal drug industries

# Roadmap Presentazione

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**Orientamento**



**Selezione**



**Index siti**



# Selezione. Process....

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# Selezione. Applicare la scelta al nostro CV o Rèsumè

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- |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Emphasis on what you have already achieved</li><li>• Focus on scientific credibility</li><li>• Extensive and inclusive</li><li>• Specialist</li><li>• Focus on scientific accomplishments</li><li>• Lists publications, presentations, conferences</li></ul> | <ul style="list-style-type: none"><li>• Emphasis on how your achievements can be applied</li><li>• Focus on skills necessary for the job you are applying for</li><li>• Short, sharp and to the point</li><li>• Generalist</li><li>• Focus on non-scientific accomplishments</li><li>• Lists teamwork, communication, leadership</li></ul> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Academia vs. Industry

# Selezione. Cv o Résumé



## Cosa è importante sapere quando si scrive un Cv

- i referenti delle Risorse Umane che fanno screening di Cv impiegano nella lettura circa 30 secondi per Cv;
- la leggibilità del tuo Cv aumenta la possibilità per te di essere contattato;
- un Cv diviso in sezioni evidenziate è più leggibile di uno i cui caratteri siano indistinti e poco spaziati;
- dal Cv un buon selezionatore può inferire caratteristiche personali del candidato;
- il Cv dovrebbe essere perfezionato in base all'azienda e alla posizione per la quale ci si sta candidando;
- è possibile allegare al Cv una lettera di presentazione;
- è possibile allegare al Cv una foto tessera;

# Selezione. Cv o Résumé

	<b>Curriculum vitae (CV)</b>	<b>Résumé</b>
<i>What is it?</i>	A full list of your professional and educational history.	A summary of your experience and skills that are most pertinent to the advertised position.
<i>How long is it?</i>	Usually many pages; length is not important.	Usually one page only. Multiple pages only for senior-level positions.
<i>When do you use it?</i>	Used for academic positions and research positions in government and industry.	Used for every other type of job outside of academia and research science.
<i>Do you include your publications?</i>	A full list of publications is essential.	Even a partial list of publications is rarely included.
<i>How important is style and layout?</i>	Style doesn't matter that much; content is what matters most.	Style and content are important. Bad style is a real liability.

# Selezione. Cv o Résumé

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The major differences between CVs and resumes are the length, the purpose and the layout. A resume is a brief summary of your skills and experience over one or two pages, a CV is more detailed and can stretch well beyond two pages. The resume will be tailored to each position whereas the CV will stay put and any changes will be in the cover letter.

**CV** – long, covers your entire career, static

**Resume** – short, no particular format rule, highly customizable

A resume is the preferred application document in the US and Canada. Americans and Canadians would only use a CV when applying for a job abroad or if searching for an academic or research oriented position.

*(In the UK, Ireland and New Zealand, a CV is used in all contexts and resumes aren't used at all. The CV prevails in mainland Europe. In Germany, the CV is more commonly known as a Lebenslauf (true to the latin origins) and is only one of many application document the German job seekers must produce to get an interview.*

*In Australia, India and South Africa, the terms resume and CV are used interchangeably. The term resume is used more for jobs in the private sector and CV is more commonplace when applying for public service positions.)*

# Selezione. Cv o Résumé - Domande Frequenti

## I Corsi di Formazione o gli Altri Corsi

In quest'area puoi inserire tutti i **corsi extra scolastici ed universitari**, post Master/Università (corsi di alta specializzazione, corsi di perfezionamento all'attività lavorativa svolta, etc...).

## Le Capacità e Competenze relazionali

In quest'area devi sottolineare **le tue capacità e competenze di relazione**. Consiglio di non fare solo un elenco ma di dettagliare le attività che hanno fatto sviluppare tali capacità.

Inutile scrivere:

“excellent group working, good relational skills,”

Diverso è scrivere:

“during summer 2008 I worked as a trainer with kids at the beach camp. I improved my relational abilities, given the fact that I was spending full days, 24 hours with groups of children.

## Le Capacità e Le Competenze linguistiche

Indica **le lingue che conosci** specificando il livello: scolastico, buono, ottimo o madrelingua. (Siate autentici)

## Altre informazioni:

In questa parte devi indicare la disponibilità a trasferte e/o trasferimenti sul territorio, gli interessi, le attitudini, le caratteristiche personali. Consiglio: dai solo delle **“pillole di te”**, degli spunti di riflessione per il selezionatore. **Se saprai accaparrarti la sua curiosità, ti chiamerà per il colloquio e forse avrai modo di dettagliare tutto durante il colloquio di selezione!**

*Fate sport (che tipo di sport, quanto bene) ,  
Recitazione ( da quanto tempo), canto ( a che livello) che ambizioni avete ....*

# Résumé

## HUONG (LUCY) YANG

Box 0000, 1 Chapin Way, Northampton, MA 01063  
978.937.2222 | huyang@smith.edu

### EDUCATION

**Smith College, Northampton, MA**  
Bachelor of Science, Engineering Science, emphasis in Mechanics      Expected graduation May 2014      GPA: 3.60

**Relevant Coursework:** Engineering Design Clinic, Simulation and Modeling, Signals and Systems, Technological Risk Assessment, Statistics for Engineers, Mechanical Vibrations, Failure Analysis, Introduction to Hydrosystems Engineering

### SKILLS

**Technical:** MATLAB, Minitab, Neural Networks, ARIMA modeling, familiar with C programming and AutoCAD

**Languages:** Fluent Spanish; Conversational Portuguese

### EXPERIENCE

**Engineering Design Clinic, Smith College Picker Engineering Program (Sept 2012 - May 2013)**

**Project Sponsor: Kollmorgen Electro-Optical, Northampton, MA**

- Researched current Lean Design practices in engineering industries
- Worked with 3 Design Clinic team members to analyze design processes, identify inefficiencies and recommended improvements based on Lean Design principles
- Co-managed \$5,000 project budget, ensured all project deliverables were completed on-time
- Collaborated extensively with Kollmorgen employees and management
- Developed and presented project deliverables and final recommendations to project sponsor staff

**Smith College Picker Engineering Program – Research Intern (June 2011 - May 2012)**

- Developed workshop for middle and high school teachers to teach about engineering design and ways to apply in engineering principles in classrooms
- Developed engineering activities for inclusion in novel to introduce engineering concepts to students grades 7-12
- Co-authored ASEE conference paper and poster

**Engineering Laboratory of Dr. Jack Jones, Smith College – Teaching Assistant (Sept 2010 - May 2011)**

- Prepared materials for professor and students for use in lab sessions
- Assisted professor in answering questions and resolving issues during the laboratory

**Curriculum Planning Committee, Smith College – Student Member (Sept 2010 - May 2011)**

- Organized logistics for and participated in meetings with faculty
- Served as liaison between committee and student body

### ACTIVITIES AND LEADERSHIP

**Society of Women Engineers (SWE) – Smith College Student Chapter (2012 - present)**

**Co-President (2012 - present); Vice President & Technology Director (2012 - 2013)**

- Served as liaison between Smith College faculty and administrators and SWE chapter members
- Applied for grant and Student Government Association funding
- Planned engineering outreach events

**Engineering World Health – Smith College Student Chapter (2011 - 2012)**

**Vice-President**

- Aided with chartering of Smith College chapter

Sample Science and Technical Resumes – Smith College Lazarus Center for Development



## CURRICULUM VITAE

Giovanna Marchi

Data di nascita: 27-04-1985

Nazionalità:

Indirizzo:

Telefono:

Email:

Motivata ad apprendere nuove conoscenze professionali. Curiosa e attenta ai dettagli. Sono in grado di pormi obiettivi e raggiungerli. Sono orientata ai processi.

### Istruzione e Formazione

2018-2019 Corso di specializzazione in Fashion product and Merchandising Manager – IED, Milano (Italia)

2011-2014 Laureata in Mediazione Linguistica - Scuola Superiore per Mediatori Linguistici Carlo Bo, Milano (Italia)

2008-2011 Lingue e Letterature Straniere, Università di Pisa, Pisa (Italia) (in concomitanza a lavoro a Parigi)

2007-2008 Tecnico esperto nella terminologia del turismo e della salute in due lingue straniere con certificato di specializzazione in LIS, Università di Pisa, Pisa (Italia)

1999-2004 Diploma Liceo Linguistico - Liceo Linguistico G. Pascoli, Matera (Italia)

### Lingue

Madrelingua Italiana

Inglese C1

Spagnolo C1

Inglese B2

### Skills e Competenze IT

- Forte esprit d'équipe e buona capacità di adeguarsi ad ambienti multiculturali, conseguita grazie all'esperienza di lavoro all'estero. Senso dell'organizzazione, motivazione, affidabilità, flessibilità e ambizione.
- Buona conoscenza del pacchetto Office (Word, Excel, PowerPoint). Buona conoscenza di Fox Pro, Illustrator e Gea

### Esperienza Lavorativa

04/2019 – a oggi: Impiegata commerciale (mercato francese)

Levi's, Milano

- Acquisti di pellami e accessori
- Programmazione ordini cliente
- Campionario/produzione (dal 1° proto, ordini press, Tide etc...)
- Back office: Inserimento, controllo e evasione ordini
- Gestione visite clienti
- Mediazione e negoziazione

06/2015 – 03/04/2018: Impiegata commerciale (Calzature e Accessori)

Scai S.p.A. Ufficio acquisti moda, Milano

- Gestione clienti francesi nel settore calzaturiero e accessori (Uomo, donna, bambino)
- Gestione della relazione con fornitori italiani e clienti francesi
- Organizzazione visite clienti
- Traduzione dei cahiers des charges
- Back office: Inserimento, controllo e evasione ordini
- Gestione visite clienti
- Fatturazione
- Selezione e assortimento dei prodotti in coerenza con l'identità della clientela
- Conoscenza e interpretazione di tendenze
- Mediazione e negoziazione
- Ricerca Clienti e nuovi fornitori

09/2014–06/2015: Stagista Impiegata Commerciale

Louisiane S.p.A (HCP Hermès Cuir Précieux), Milano

- Formazione per riconoscimento pellame esotico e misurazione
- Compilazione schede tecniche del prodotto e tabelle ordini
- End to end relazione con clienti finali e Concorce
- Back office: Inserimento, controllo, evasione ordini e gestione resi
- Relazioni con casa madre in francese
- Traduzione documenti ufficiali e gestione dell'archiviazione e fatturazione
- Supporto allestimenti showroom

09/2011–05/2014: Interprete

LineaPelle, Macif, Eak, EuroMediab, Frankfurt messe, Micam, Fidenza Village

- Interpretariato per trattative e negoziazioni (fra-Ita/ Ita-Fra)

04/2007–04/2011: Hostess d'accoglienza

Café Mickey Disneyland Resort Paris, Mame-la-Vallée

- Accoglienza clienti
- Gestione prenotazioni

### Interessi e Attività

Sono una persona molto attiva e comunicativa, adoro viaggiare, apprendere lingue straniere ed esplorare diverse culture.



# Cv design

## EXECUTIVE ASSISTANT

+39 02 23 23 2333  
@emiliana.longetti

Via ... 12345  
Milano, Italy

# EMILIANA LONGETTI



I am a dynamic, organized and proactive Executive Assistant with exceptional talent for nurturing excellent and strengthening relationships within and between different company levels. Organizing, prioritizing and fast reacting to ensure I have a power track record of always getting things done & beyond while guaranteeing that the job is done and done well. My colleagues say that I'm a positive team player, with high flexibility and a contribution-friendly attitude.

Looking for an opportunity to apply my skills, knowledge and creative ideas to create tangible commercial value by supporting the needs of a top-tier company like ...

My colleague has given me  
"MASTER ORGANIZER"

I am a dynamic, organized and proactive Executive Assistant with exceptional talent for nurturing excellent and strengthening relationships within and between different company levels. Organizing, prioritizing and fast reacting to ensure I have a power track record of always getting things done & beyond while guaranteeing that the job is done and done well. My colleagues say that I'm a positive team player, with high flexibility and a contribution-friendly attitude.

Looking for an opportunity to apply my skills, knowledge and creative ideas to create tangible commercial value by supporting the needs of a top-tier company like ...

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### AREA OF EXPERTISE

- Client service
- Client relationship
- CRM
- Conflict management
- Research
- Planning
- Organization
- Execution
- Negotiation
- Public speaking
- Administrative skills

### SKILLS

**ORGANIZATION & TIME MANAGEMENT**

**TEAM WORK & COLLABORATION**

**INITIATIVE & SELF-MOTIVATION**

**FOCUS & PERSISTENT WORKING**

**WORKSHEET DATA, CRM & WORD**

### EDUCATION

Public Speaking Course - B&B Italia

Class English (Materiale Conale, Savigliano)



### EXPERIENCE



**EXECUTIVE ASSISTANT TO PRESIDENT**

Performed the role of the executive assistant to the CEO & President of B&B Italia that entailed a wide spectrum of tasks such as:

- Organized the agenda of appointments, trips and transfers
- Managed internal and external correspondence of the Chairman, steering, organizing and supervising communications
- Built & maintained relationships with customers, analyzing their needs to meet them
- Built & maintained relationships with the different managers reporting to the President
- Coordinated and managed relations with some key suppliers, key customers, and collaborators in the presence of the manager
- Organized agenda coordination
- Handled expense reports for the President and managers
- Managed personal practices such as tickets, payments, income tax returns and other practices with related offices and accountants
- Performed several printing activities

May 2018 - Present



**SALES AREA MANAGER**

Ensured, organized, and coordinated the optimal performance of several markets of B&B Italia such as: Asia & Pacific, Oceania, Russia and 3rd countries in: UK, East Europe, Spain, Canada, Netherlands.

- Ensured that customers were taken care of in a professional and friendly manner
- Took care of keeping clients about product marketing aspects
- Performed visits to the different markets
- Coordinated and organized the activities of agents within sales team who represented the company in a specific geographic area in order to develop the territory
- Annual budget preparation
- Distribution agreement negotiations
- Relationship between the internal sales force and other activities

May 2008 - Sep 2018



**CUSTOMER SERVICE SPECIALIST**

My job was to make sure customers of B&B Italia and their requests were handled with care and in a timely manner across multiple regions such as Europe, US, Asia and Oceania. The job included tasks such as:

- Building regular relationship and correspondence with clients, agents and manufacturers & other entities
- Claims & shipment handling
- Organizing and being present at fairs and exhibitions

Oct 1998 - Nov 2008

# E se non ho esperienze di lavoro?

The screenshot displays the Foundley website interface. At the top left is the Foundley logo (a lightbulb with a gear inside) and the name 'FOUNDLEY'. To the right of the logo are navigation links: 'My Profile', 'Projects', 'Messages', 'Companies', and 'Students'. A yellow 'Logout' button is located in the top right corner. Below the navigation bar, there are three columns, each representing a project. Each column has a 'Read More' button at the top. The first column features the 'LOWEN' logo (a horse head) and the text 'Work with the Founder & CEO'. Below this, there are three icons: a briefcase labeled 'Lowen', a gear labeled 'Business Planning', and a calendar labeled 'Business Planning'. The second column features the 'SPAREPLACE' logo (a yellow location pin with a fork and knife) and the text 'Pricing Model based on market research'. Below this, there are three icons: a briefcase labeled 'SparePlace', a gear labeled 'Costs Analysis', and a calendar labeled 'Business Planning'. The third column features the 'synaptron' logo (a blue 'S' in a square) and the text 'Smart plugs market analysis'. Below this, there are three icons: a briefcase labeled 'Synaptron', a gear labeled 'Market Research', and a calendar labeled 'Business Planning'.

# Selezione. Presentation letter

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**Re: Name of position or Application for ...name of position**

Dear Ms Jones, (Avoid Dear Sir/Madam,

## *First paragraph*

I would like to apply for the above position advertised in ..... on ..... (date) and **why you want that job** (i.e. why that industry and why that company, make sure this highlights how you will meet their needs, not exclusively your own.)

## *Second paragraph*

Outline the skills (technical and social), experience, training and achievements that are relevant to the selection criteria or the job description. These skills may have been gained through your education/course, your work experience and your extra curricular activities.

## *Third paragraph*

Tell them why you are the best fit for the company and how your skills will meet their needs. (Tip: you could summarize the 3 best things about you that make you most competitive for the job and how these things will allow you to make an impact/get results in the role.)

## *Closing*

Thank them for considering your application, tell them that you have attached a copy of your resume, and when you would be available for an interview. Provide your contact details (Phone / Fax / Email)

Regards

# Selezione. Chiamate



## **Chiamate al telefono**

Dal momento in cui si invia un curriculum bisogna essere pronti a ricevere una chiamata. Spesso le chiamate possono arrivare senza avviso. Nel caso in cui siate stati avvisati, ricordatevi con chi state parlando e quando, a che ora e giorno avverrà la telefonata.

Le chiamate sono usate per effettuare una preselezione.

Di solito il selezionatore fa una breve introduzione della posizione e della società, dopodiché si passa alle domande.

*What interests you about this job? Why do you want this job? What applicable attributes / experience do you have? - What can you do for this company? - What do you know about this company?*

Quindi il candidato deve :

- Conoscere bene la società e la posizione.
- Essere in un luogo idoneo per la chiamata (in caso di chiamata senza avviso, chiedete di richiamare se vi trovate in un luogo pubblico).
- Ascoltare con attenzione.

- **State in piedi.**
- **Sorridete mentre parlate.** Questo cambia la vostra comunicazione, rendendola, positiva.
- **Fate domande riguardo la posizione. Mostratevi interessati.**

# Selezione. Chiamate Skype

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## Skype call

Ormai sempre più spesso si sta utilizzando skype per i colloqui di lavoro.

Attenzione la chiamata Skype è effettivamente uguale ad una reale situazione di colloquio.

## Prima della chiamata

Controllate di aver condiviso la propria identità ID Skype con il selezionatore.

Fate attenzione al funzionamento corretto del Skype Account.

Controllate di avere una telecamera.

Fate attenzione all'ora della chiamata e giorno e con chi andrete a fare il colloquio.

Fate delle prove con una persona conosciuta.

Fate una prova registrandovi

Valutate bene la vostra immagine e vestitevi perfettamente per il colloquio.

Attenzione a ciò che si vede dietro di voi.

## Durante la chiamata:

Controllate il tono e il timbro della vostra voce.

Attenzione al linguaggio del corpo:

Movimento mani

Respirazione in sintonia con il selezionatore

Guardate dritto nella telecamera.

Sorridete

Parlate piano e non troppo vicino al microfono.

**TRANQUILLI. Tutti sanno che la tecnologia interviene a creare problemi quando si fanno colloqui. Se la connessione si interrompe, ok, non succede niente. Ripristinate la connessione e ricominciate.**

# Selezione.

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from  
**LA STATALE**  
jobs

**Sorridete**  
**Parlate Piano**  
**Respirate.....**

# Selezione. Colloquio.

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Interview = A meeting with an objective

Employer's objective is to find the best person for the job

Employer: reviews candidate's experience and abilities

*Can you do the job? (skills, abilities, qualifications)*

*Will you do the job? (interest, attitude & motivation)*

*How will you fit into the organisation? (personality)*

You: impress employer and assess position on offer

*What does this position offer me?*

*How does it fit with my career plans?*

# Selezione. Colloquio.

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- Research the company
- **Review job posting, advertisement**
- Review your resume
- Practice interview answers
- Prepare questions to ask the interviewer



# Selezione. Colloquio.

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- First impressions very powerful
  - Halo effect or Devil effect*
- Allow time to relax
- Dress appropriately
- Entrance, introductions & handshake
- Smile and make eye contact
- Be aware of own movements
- Watch body language of interviewer
- Be on time, not too early and NEVER late – 10 minutes early is acceptable
- Bring your resume, references, reference letters, certificates, outstanding performance reviews. Put in a file or folder
- No gum, cigarettes or fragrances
- **Its okay to be nervous, the interviewer probably is too**

# Selezione. Colloquio

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- About you
  - Tell me about yourself - Bring me up to date with your CV?*
  - Why did you choose that particular degree programme?*
  - What experience have you had that is relevant to this post?*
  - What would you consider your major achievements to date?*
- About the job
  - What interests you about this job?*
  - What do you know about this organisation?*
  - What other options are you considering?*
  - How do you see your career developing – 5 years?*
  - If you were Head of Department, what would be your priorities?*
- General knowledge
  - What do you think of the Government's policy on college fees?*
  - What's your opinion of the Ryanair bid for Aer Lingus?*

*(Consapevolezza, conoscenza, applicazione Passata!)*

# Selezione. Match

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## Employer needs

Communication

Team work

Leadership

Initiative

Customer Care

IT

Commercial awareness

## Your evidence

Presentation to class

Example from Coop

Class rep, Committee

Fundraising for charity

Working in Supermarket

Designed website

Business pages

# Selezione. Colloquio

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*Q Give me an example of a problem you encountered. How did you approach it.  
What was the outcome?*

**STAR** response

**S:** Describe the situation

**T:** Explain the task/problem that arose

**A:** What action did you take?

**R:** What was the result or outcome?

What did you learn from this experience?

# Selezione. Colloquio. Cosa fare

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## Attitudine durante

- Listen carefully, seek clarification
- Illustrate answers with real examples and evidence
- Be positive – constructive criticism
- Keep answers specific and succinct
- Take time to respond
- Be alert to interviewer's body language
- Speak clearly, smile and show enthusiasm
- Know what you want to say, and find the opportunity

## Mostrate Interesse con domande

- Training programmes
- Career development opportunities
- Types of projects & responsibilities
- Reporting structure
- Performance appraisal
- Profile of staff
- Questions about topics raised in interview
- What happens next?

# Q&A

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# Index siti

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Per settimana prossima sarà predisposta una lista di siti per cercare opportunità di stage

# Per informazioni

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[placement.aziende@unimi.it](mailto:placement.aziende@unimi.it)

tel. 02.503.12231

[www.cosp.unimi.it](http://www.cosp.unimi.it)