

**FABIANA MASIELLO**  
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## **Administrative Assistant/Office Manager**

**Import & Export / Administration / Team Building / Customer Service Management**

### **Core Strengths**

Crisis Intervention	Payroll/Staff Training	Empowering/Motivating
Inventory Management	Purchasing/Vendor Relations	Flexible/Adaptable

### **Tri-Lingual:**

- Italian, English and Spanish (good)

### **Computer Skills**

- Proficient in Microsoft Word, Excel, Power Point, Outlook, Internet Research

### **Professional Experience**

Live Institute, Not only English, Enstac  
Madrelingua English Teacher, - Naples, Italy 10/2017 to present

Studio Legale De Paolis & Partners – Naples, Italy 01/2019 to present  
English interpreter  
Translating contracts, petitions, legal judgments and assisting counseling

Antico Foods, LLC - Atlanta, GA 11/2010 to 05/2016

#### ***Office Manager***

Directly supervise and coordinate operations management, weekly sales reporting, vendor relations, customer service. Accountable for total quality, and cash management operations.

- Resolved customer complaints regarding service and customer courtesy.
- Prepared and reviewed operational reports and staff schedules to ensure accuracy and efficiency.
- Purchased or requisition supplies needed to ensure quality and timely delivery of services.
- Analyzed internal processes and implemented procedural or policy changes to improve operations.
- Managed human resource administrative processes such as, recruitment, interviewing, hiring, and termination.
- Performed various financial activities such as cash handling/receipts, deposit preparation, and payroll at the end of the day or shift.
- Managed private party event reservations for **over 3** high authority officials from the metro-Atlanta area.
- Imported and maintained inventory, equipment, small ware, and foreign products from Italy bi-weekly.

Futura North America - Alpharetta, GA 11/2009 to 11/2010

#### ***Administrative Assistant***

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

- Setup and coordinated meetings and conferences.
- Meet, greet, welcome and assist customers
- Monitor and maintain operability for all office areas and equipment.
- Organized and planned schedules for the manager and staff travels.
- Assisted accountants with pay roll and purchase office furniture and requisition supplies.
- Ensured that quality customer service and support is provided.

Italian Trade Commission - Atlanta, GA  
***Italian Interpreter – (Contract)***

08/2009 to 11/2009

Hertz Car Rental - Naples, Italy  
***Customer Service Representative***

03/2008 to 08/2009

Santobono Pausillipon Pediatric Hospital - Naples, Italy  
***Human Service Assistant – (Civil Service)***

02/2007 to 03/2008

- Maintain employee's records, such as document time off, sick time, vacation time, personal time, and contact information.
- Supported kids recovered within the Neurosurgery Department.
- Assisted families with hospital policy and personal needs.
- Create requisitions for office supplies for department.
- Maintain equipment printer, copier and fax.
- Send emails, create meetings on calendar, and contact employees. Collect Mail from mailroom.
- Contact foreign Pharmaceutical companies. Interpreter service for foreign patients.

Data Media Distribution - Naples, Italy  
***Import Coordinator***

10/2004 to 02/2007

Evaluate, process, and import documents for various accounts and obtain all custom releases and invoices for all import accounts. Administer delivery of all cargo and process all custom releases and monitor all receivables and ensure work within required timeframe and assist supervisors to resolve all transaction issues.

- Calculated estimated landed costs.
- Accounted for accurate tariff numbers on potential purchases.
- Corresponded with fulfillment centers to ensure timely arrival of shipments within the pipeline.
- Corresponded in a timely manner with staff on Q&A issues, missed ship dates, and short windows.
- Monitor exception reports from logistic providers and communicate to merchandising staff for necessary action.
- Informed logistics requirements and Italian Customs Rules/Regulations to merchandising staff members and vendors when necessary.
- Verified import documentation for accuracy against original purchase order information and confirm order compliance is consistent with established import guidelines.

## **Education / Certifications**

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- ***MS in International and Diplomatic Relations*** with L'Orientale University in Naples, Italy

### **Certifications:**

- ***“Project Management for the International Cooperation”*** – by ZoeOnlus Organization in Rome (Italy)
- ***“European Union: Market and Competition”*** – ISPI (School of International Politics), Milan (Italy)
- ***“The Internationalization of the Production System of Campania”*** – Italian Trade Commission and the Economical Development Institute, Naples (Italy)