

Riccardo Ferrera

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Experience

- Mar 2021 - Present** **Language Point, Milan, Italy**
English Teacher
- One to one and in groups, online and in person
 - Prepared young learners (primary school) for the Pre A1 Starters and INVALSI exams
 - Prepared teenagers (high school) and adults for the B2 First exam
- Oct 2020 - Present** **English Teacher - Private lessons**
- One to one
 - Create my own materials
 - Age ranging from teenagers to adults
 - Courses tailored to individual needs and interests (e.g.: business, general)
 - Online and in person
- Apr 2019 - Apr 2020** **Ravagricola, Milan, Italy - Agricultural commodities trader**
Sales and Logistics Assistant
- Prepared contracts for the Sales department
 - First point of contact for clients with issues regarding contracts and delivery
 - Liaison between warehouses/shipping agencies, carriers and clients
 - Entered data into the company database, ensuring that the information was accurate
- Aug 2016 - Mar 2018** **Frontiers Media, London, UK - Open Access publisher**
Research Integrity Specialist, Editorial Team
- Responsible for the quality standard of a portfolio of different journals
 - Quality check of more than 50 manuscripts per day
 - Ensured that the articles met the international criteria for studies on human subjects and animals
 - Management of post-publication complaints (plagiarism, authorship issues etc.)
 - Responsible for the plagiarism check procedures and standards
 - Managed the identification of authors producing potentially substandard articles on controversial subjects
 - Continuous interaction with researchers and professors
- Nov 2015 - Jan 2016** **Springer Nature, London, UK - Academic publisher**
Temporary Coordinator, Open Research team (Open Access Journals)
- Managed the article processing charge (APC) waiving process, guiding the authors and assessing their eligibility
 - Provided information regarding Open Access, Creative Commons, APC and Open Access funding possibilities to authors, librarians and to my colleagues
 - Created, updated and consolidated various databases concerning market research and competitor review
- May 2015 - Jul 2015** **Nielsen Book Service, Woking, UK - Market and consumer research**
Book Intern, Book Research department
- Researched the imprints of four major trade and academic publishers
 - Recreated the internal hierarchy of those publishers, from the imprints up to the publishing houses, divisions, and media conglomerates
 - Managed a database on more than 600 imprints and their corresponding hierarchy

April 2015 SAGE, London, UK - Academic publisher

Work Experience, Online Library Editorial department, Search Research Methods (SRM) platform team.

- Researched and identified more than a hundred universities where lectures were recorded on video
- Produced a quality audit report on more than 70 videos, checking editing and transcript errors

Education

Oct 2020 CELTA – International House, Milan (Pass A)

2014 - 2015 City University London: International Publishing MA

2010 - 2014 Università degli Studi di Milano: BA in Philosophy (106/110, UK ranking system: 2:1)

Other past roles

Feb 2016 - Connection Crew, London, UK

Jul 2016 Freelance Events Tech Support Crew

- Audio/ lights/ video Tech support

Jan 2013 - Movimento Libere DBN, Milan, Italy

Mar 2014 Part-time Secretary

- Managed the registration process of more than 500 operators and companies

Aug 2012 - Al maviva, Milan, Italy

Nov 2012 Part-time Call Centre Agent, Tech Team

- Managed inbound calls for Sky Italia