

## 4 A. PSOF Module 3: Interviewing a professional profile

Name: Dxxxx

Surname: Uxxxxx

Qualifications: Degree in Foreign Languages and Literatures

Profession: Services Vendor for Poste Italiane

➤ **What kind of abilities does your professional profile require?**

There are lots of different required competences. Indeed, there are lots of jobs advertised in this area. First of all, as the client is the first and most important interlocutor in my profession, the relational and communicative skill is essential. Since I have to get organized by myself day by day, I need organizational competence and creativity; indeed, I can develop my daily agenda very freely. Another basic attitude is a good "nerve" to introduce myself to the person in charge of the enterprise.

I usually visit managers without any previous appointment to offer my range of products/services. Appropriate knowledge of business management, a good presence to liaise with the client and true love for challenge (offer – counteroffer), lead to the positive conclusion of selling a contract; indeed, my only objective is to obtain a good operating result, and this is what Poste Italiane expects from me.

➤ **Does your profession give you a chance to acquire new abilities?**

Yes, it does. I can experience new challenges and opportunities every day; even today, I can learn something new, thanks to my being here with you.

➤ **Does your profession have any social benefit/result?**

No, it doesn't! I think my employment has not any social purpose/effect, since it concerns business and enterprise.

➤ **Have you ever had different working experiences? How have you reached your current occupation?**

Before my employment in Poste Italiane I've worked for a radio, the TV and other companies in the communication area. In 1990 I began my work experience with Poste Italiane; from 1990 to 2003 I worked my way up with a period of apprenticeship, and afterwards I've been moved to the commercial service, where I still work.

➤ **What's your qualification/degree?**

I have a degree in Foreign Languages and Literatures. I also have followed some training courses in marketing and communication.

➤ **After your degree, did you already hope about something like your current employment?**

No, I didn't. I had no fixed goals about my working future. I think it's important to have the time to become aware of our flairs and gifts. For sure I already knew I liked relating to different people; if my opinion may be of any interest to you, try not to refuse any opportunity in advance, because you don't know what it hides, but rather seize it and find out if it is suitable for you.

- **Do you like your profession? And if yes, why?**  
Yes, I really like it, because when I wake up I don't know exactly what I'm going to do during the day. For sure I have a general "framework", but I love to face unexpected situations. To me not getting bored is the real thing. What's more I have drive a lot, and that is better than sitting at a desk. In addition, I come into contact with big enterprises and top managers, people with high expertise.
- **Did you work while you were still studying?**  
Yes, I did. To me it was a choice to become economically independent from my family. The negative aspect was I had to take my university exams more slowly. Nowadays things are different : it's essential to end university in time since age makes the difference for a possible engagement.
- **If you have a family do you manage to combine family and work?**  
Yes, I have two children, and this is one of the typical problem for us, women. Poste Italiane like many other institutions in Italy doesn't help the female condition with any benefit. Fortunately I have good organizational skills, and taking care of a family is very demanding. To tell the truth my family is a great challenge!
- **What does your profession represent in your everyday life?**  
It is a very important part of my life because you "are" your profession. Moreover I believe that, if you like your occupation and if it's a passion, it becomes less heavy and hard and it surely gives you great satisfaction.
- **In the last ten years have the skills needed required changed?**  
Yes, the competences change rapidly. Indeed I constantly study to upgrade my skills and knowledge.  
Refresher courses are a form of personal investment. Changes are opportunities to face a flexible, ever changing world and that is why I advise you to exploit them to deepen your abilities.
- **Is your knowledge of English relevant to your activity?**  
Poste Italiane is an Italian enterprise, and to tell the truth I rarely have to use English (for example, when I meet Slovenian clients). Studying languages has developed a mental agility and the capacity to catch the shades of my interlocutor's intention, something essential in my employment today. All that comes from my course of studies at the university.
- **Do you have any hobby?**  
Yes, I have. In my free time I'm one of the town councilor of a little centre in the lower Friuli; I'm also a member of the board of an association called Libermente: we generally meet monthly to discuss a book everybody is expected to have read the previous month. You may think I am always busy but I have made my choice: I don't care about television; people interest me and that is why I do not miss TV: people are the value, not objects.
- **Would you recommend your professional profile to other people?**  
Yes, of course. First because there will always be a great demand for vendors (indeed we represent a little and specific sector in Poste Italiane) ; I would suggest this profession to people who are pleased to get involved in new experiences, in moving around to learn. I believe in a job that provides you with a real opportunity you to live, rather than a life that just offers you a work opportunity.

➤ **Can you tell us about a typical day ?**

MY TYPICAL DAILY AGENDA	
6.30 am	WAKING UP
8.00 – 8.30 am	OFFICE EMAIL CHECK
9.00 am – 1.00 pm	VISITING THREE CLIENTS
1.00 – 1.30 pm	LUNCH BREAK
Afternoon (more or less till 6.00 pm)	ADMINISTRATIVE FORMALITIES
Evening	FAMILY CARE AND HOBBIES
After midnight	OFF THE LIGHT

➤ **Have you ever had second thoughts about your employment?**

NEVER! I have looked forward the profession I wanted to do, I've got it and I've given uother important job offers.

➤ **Is your effort repaid in economic terms?**

No, it isn't. The payment isn't fair compared to the lavished efforts and commitment but as I told you I have chose the pleasure of working rather than privileging wage at the expense of happiness.