

# SIMONETTA SALVATORI

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## PROFESSIONAL SUMMARY

Aviation psychologist with twenty years of experience in civil aviation.  
Conduct training activities related to multidisciplinary subject Human factor.  
Bioenergetic psychotherapist specialized in anxiety and phobia disorders.  
For more than 10 years have been involved in courses to overcome aerophobia.  
Crisis Psychologist intervene in case of disasters.

## SKILLS

- Flexible & Adaptable
- Collaboration
- Conflict Resolution
- Social Work
- Psychology Expertise
- Emotional Awareness
- Crisis Evaluation and Intervention
- Instructional Strategies
- Crisis Situations
- Interpersonal Skill Development

## WORK HISTORY

Oct 2013 - Current

### CRM TRAINER

ALITALIA S.P.A - Rome, Italy

- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Participated in team-building activities to enhance working relationships.
- Collaborated with colleagues to design learning outcomes and thoughtfully address general needs.
- Used behavior modeling and specialized teaching techniques to share and reinforce social skills.
- Taught new team members correct procedures for all areas of operations.
- Trained other employees in customer service, safety and performance requirements.
- Identified team weak points and implemented corrective actions to resolve concerns.

Oct 2013 - Current

### Psychologist

Alitalia S.P.A - Rome, Italy

- Facilitated groups with as many as 20 participants to cover topics such as Fear of Flight.
- Listened to patients' concerns, instructed on stress-management techniques, adjustment strategies for life changes, how to live normal lives and ways to

Aug 1999 - Oct 2013

**Hostess**

Alitalia S.P.A - Rome, Italy

- improve relationships.
- Disseminated reports and briefings for program management.
- Implemented crisis intervention techniques to help individuals through complex situations.
- Took reservations and to-go orders by phone, answered customer questions and informed of accurate wait times.
- Directed passengers to correct loading gates or areas for departures and connections.
- Gathered supporting documents to complete end-of-shift reporting and explain discrepancies.
- Sold flight tickets to customers and assisted with trip planning through scheduling, pricing and identifying best transportation routes.
- Assisted customers in Vip lounges and special assistance.

Dec 2003 - Dec 2004

**Psychologist Trainee**

Foster Home IL GIROTONDO -  
Rome, Italy

- Provided culturally responsive and appropriate medical care to improve health and wellbeing of children.
- Observed children with their parents.
- Wrote reports on children and maintained required paperwork.

## EDUCATION

Mar 2010

**Ph.D.:** Psychotherapy

SMIAB Self Analysis Bioenergetic | [Www.smiab.it](http://www.smiab.it)

Specialized in Self Analysis Bioenergetic and personal disorders.

Mar 2003

**M.D.:** Psychology

La Sapienza | Roma

- Completed professional development in Psychology.
- Listed in the *Register* of Professional Psychologist since 02 March 2006 number 13642.

## AFFILIATIONS

IT-APA Aviation Psychology Association.

Psychologists and Human Factor Experts actively work to contribute in ensuring the safety and promoting the health of aviation operators and users.

Aviation Psychologist active in Support Programme and Here I AM programme.

## CERTIFICATIONS

CRM TRAINER COURSE

Attended a curriculum approved course:

ASSIST INDIVIDUALS IN CRISIS & GROUP CRISIS INTERVENTION ICISF-CISM

## LANGUAGES

**English**



Intermediate (B1)