



Claudia Tagliaferri

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● EDUCATION AND TRAINING

06/2020 – 03/2021

ADDITIONAL COURSES – Coursera

I had the opportunity to take the following online courses on the Coursera platform in order to deepen my knowledge in the IT and scientific fields. I studied "Python for Everybody" held by the University of Michigan and I got certificates for the courses "Basic statistics" and "Quantitative methods" offered by the University of Amsterdam.

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09/2019 – 09/2020 – Rome, Italy

SCHOLARSHIP TORNO-SUBITO

My ultimate goal is to combine my linguistics background with digital applications and to use my experience to propose linguistic models for Natural Language Processing in Human-Robot interaction. In order to combine these theoretical methods to a practical approach, I applied and won the Italian scholarship 'Torno-Subito'.

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06/2018 – 09/2018 – Edinburgh, United Kingdom

ENGLISH COURSE – Alba School of English

I studied an advance english course in Alba school of english. I focused my studies on a deep analysis of the english grammar and linguistic construction. I also had the chance to attend a course focused on the preparation of the IELTS certificate investigating further the structure of the test and the skills required.

105/100, Italy

BACHELOR'S DEGREE THESIS – "Le emozioni in Wittgenstein: tra il mondo interno e il mondo esterno", relatore Luca Marchetti

For my final thesis "*Le emozioni in Wittgenstein: tra il mondo interno e il mondo esterno*", I specialised on Ludwig Wittgenstein's concept of emotions in language with the Professor L. Marchetti. According to Wittgenstein, the concept of emotion leads to a linguistic and anthropological misunderstanding from a cognitive point of view. The meaning of an emotion implies a behavioural expression that is observed and experienced and a verbal expression that replaces the pre-verbal behaviour. Wittgenstein emphasises that emotion should not be reduced only to behaviour. For this reason, he names a "big misunderstanding" considering the behaviour as the only essence of an emotion. The essence of emotions, their grammar, is more complex. The meaning of anger, joy and sadness, for example, implies a behaviour that is observed and experienced; then the use of words replaces the pre-verbal behaviour.

However, linguistic terms should not be considered as labels placed on various behaviours and emotions. It is precisely these behaviours that become something specific when they also become linguistic behaviours. Based on this theoretical framework and in particular on the book "*Remarks on the Philosophy of Psychology*", the focus was on how we can read and understand others emotion and how the expression of emotion is a reflection of our form of life.

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09/2013 – 09/2017 – Rome, Italy

BACHELOR DEGREE IN MODERN LITERATURE – "La Sapienza" University of Rome

During my BA in Modern Literature I had the opportunity to study several strands of Linguistics, including cognitive linguistics, pragmatics as well as other disciplines such as philosophy of language, anthropology and social studies. My first year included introductory courses, such as **General Linguistics**, as well as more specialised ones focusing on the study of different linguistic levels, such as **Phonetics** and **Morphology**. Through these I acquired the necessary theoretical and practical knowledge for investigating the communicative conditions of language use.

Furthermore, my strong interest in the fields of cognitive linguistics and pragmatics led me to the selection of the respective courses. By attending these courses, I had the opportunity to research the daily application of discursive communication as well as the cognitive processes that underlie the linguistic action. During these two courses, I also investigated how language reflects human action focusing on the analysis of cognitive schemata and conceptualisations, such as the use of metaphors. During my last year, I attended the courses in Cultural Anthropology, in Philosophy of Language and in **Aesthetics** as I wanted to enrich my knowledge regarding the combination of philosophical and speculative approaches with linguistic theory. In **Cultural Anthropology**, I was able to research the communicative practices of different social gatherings through a structuralist lens in order to explore the connection between daily speeches and the conventional characteristics of the different social groups. During the **Philosophy of Language** course, I had the chance to acquaint myself with Semiotics and Semantics by delving into the works of Ferdinand De Saussure.

For my final-year thesis, I decided to specialise on Ludwig Wittgenstein's concept of emotions in language. During my BA I researched different social gathering through the lens of language's structure and linguistic to explore the connection between daily speeches and different social groups.

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09/2009 – 07/2013 – Rome, Italy

HIGH SCHOOL CERTIFICATE – Liceo classico Lucrezio Caro

● WORK EXPERIENCE

15/10/2020 – CURRENT – Rome, Italy

TEACHER AND TRAINER – PCTO CON CNR-ISTC-TELEVITA-ISTITUTO PACINOTTI ARCHIMEDE

This project is a collaboration between three Italian organisations: the CNR-ISTC research institute, an association for the elderly called Televita and the Archimede Pacinotti high school in Rome. The aim of this project is to connect two distant generations through technology and virtual assistants. During the Path of Transversal Skills for Orientation or 'PCTO', I have the opportunity to teach and train the students of the Archimede Pacinotti High School on the basic concepts of Natural Language Processing and how to build a chatbot using the IBM Watson Assistant tool. The implementation of the virtual assistant concerned the specific domain of laboratories and workshops for elderly and frail persons organised by the Televita association. My task, apart from training and continuous monitoring of the implementation, also concerns the collection of data to be implemented, the coordination of the work and the monitoring of natural language and dialogue structure.

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23/06/2020 – 23/10/2020 – Rome, Italy

TEMPORARY COLLABORATION (AVVISO N. 6/ISTC/2020) – CNR-ISTC ISTITUTO DI SCIENZE E TECNOLOGIE DELLA COGNIZIONE

Temporary collaboration with the Institute of Cognitive Science and Technology of the CNR-ISTC in Rome on the "SI-ROBOTICS" project (AVVISO N. 6/ISTC/2020).

Subject of the collaboration: support for the construction of natural language dialogue in a social robotics for Active Assistant Living project resulting in a Forward-looking Conversational Agent called Savant (from SANbot Vocal AssistaNT). Expanding my previous role during the volunteering, I used AI tools, such as Watson Assistant, DialogFlow and Rasa, to combine linguistics elements and actions to deliver a fluent conversation between the elderly person and the robot. Integrating robotics and AI techniques, the software is programmed to daily help and support elderly people through their cognitive rehabilitation. The robot is able to adapt its communication and behaviour to diverse personalities, taking advantage of the surrounding habitat to direct the dialogue towards particular objectives set by the healthcare professionals.

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15/02/2020 – 15/05/2020

INTERNSHIP – CNR - ISTITUTO DI SCIENZE E TECNOLOGIE DELLA COGNIZIONE

During this intern experience, I had the chance to study and learn the process of building a chat bot using various artificial intelligence tools like Watson Assistant, approaching artificial languages like JSON, version control systems like

Git and software hosting services like GitHub. During this volunteer, I also had the opportunity to apply my linguistics studies to a more practical environment and solidify the use of language to build the chat bot. I researched and highlighted linguistic and social aspects, investigating and predicting user behaviours as well as adjusting the response of the chat bot to create the most natural communication flow possible.

Rome, Italy

22/02/2019 - 27/02/2019

VOLUNTEERING - SONIC ART FESTIVAL 2019

Whilst I was working as a volunteer for the *Sonic Arts Festival* in Amsterdam I was part of a strong team. I helped the logistics of space for exhibitions in the Festival and I also conducted a survey in order to gain feedbacks and general opinions on the Festival and exhibitions. At the end of the festival, we analysed the data collected and summarised the details and their variants in order to streamline the logistics for further events.

Amsterdam, Netherlands

05/2018 - 12/2019

ASSISTANT MANAGER - CHEZ JULES BISTRO

While working at *Chez Jules* I was part of a strong team delivering great customer service. I managed the floor and the bar, big events and reservations. In addition, I managed the venue's finance as well as dealing with situations requiring quick problem solving for the venue, such as stocktake and orders/deliveries. I dealt with the training for all new staff, most importantly I made sure to deal with all customer's needs with no restrictions.

Edinburgh, United Kingdom

09/2017 - 03/2018

FUNDRAISER, FACE TO FACE WITH PUBLIC - FONDAZIONE PATRIZIO PAOLETTI

While I worked for *Fondazione Patrizio Paoletti*, a non-profit organisation, promoting children's education, I used to raise awareness of organisations to achieve the goals required: fundraising for projects to make a difference in troubled areas across the world.

Rome, Italy

09/2016 - 03/2018

GROUND STEWARD/GROUND STEWARDESS - CAR-SHARING SHARENGO

While I was working as a stewardess for *Sharengo*, I provided high levels of service to our customer base, sharing awareness of the environmental benefits as well as the company's goals to help the business. My responsibilities included assisting customers and potential customers on the registration online, renting vehicles and dealing with the eventual problems on the online system.

Rome, Italy

03/2016 - 05/2016

INTERN LIBRARIAN - LIBRARY ANGELO MONTEVERDI IN "LA SAPIENZA" UNIVERSITY

As an intern at the *Angelo Monteverdi Library*, I had the opportunity of collaborating with both students and teachers. My responsibilities dealt with inventory and library archive management; oversight of library's website and in/out checking systems and assisted in solving day-to-day problem solving.

Rome, Italy

● PUBLICATIONS

2020

Riccardo De Benedictis, Claudia Tagliaferri, Gabriella Cortellessa and Amedeo Cesta "**Tailoring a Forward Looking Vocal Assistant to Older Adults**", *Forum Italiano Ambient Assisted Living (ForItAAL2020)*. La versione finale del lavoro e' in corso di stampa in un volume della serie LNCS, Springer.

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● LANGUAGE SKILLS

Mother tongue(s): ITALIAN

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken Interaction	
ENGLISH	C1	C1	C1	C1	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Google Drive | Microsoft Word | Microsoft Excel | Microsoft Powerpoint | Microsoft Office | Social Media | Outlook | Power Point

● DRIVING LICENCE

Driving Licence: B

● ORGANISATIONAL SKILLS

Organisational skills

- Ability to work in group or team and share tasks
- Ability to submit surveys, analyse and organise the information gained
- Flexible in many working fields
- Problem solving and quick learner
- Creating and keeping deadlines

● COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- Confident, articulate, and professional speaking abilities
- Persuasive speaker and empathic listener
- Interacting efficiently with colleagues or people from different backgrounds
- High ability to speak in public
- Ability to recognise and communicate according to the context and social group
- Ability to analyse language data and recognise social and psychological variants

● **JOB-RELATED SKILLS**

Job-related skills

My interests, both personal and professional, have always driven me through new and challenging situations. I am described as a hard worker, quick learner and most of all flexible to many work conditions.

As you can see from my previous experiences, I have a strong interdisciplinary background that has led me to a multitude of work environments and academic studies.

I have always used my versatile background as a tool to guide me to new research, but it has also helped me to improve and develop my critical and investigative approach.

I also wanted to expand my experience abroad living in Scotland for two years where I achieved a strong command of English language. Thanks to this experience I also allowed exercising my communication and writing skills in a second language in different contexts.

My enthusiastic and determined attitude keeps me motivated when working independently and I enjoy a social work environment and the chance to overcome challenges as a team.