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After a degree in foreign languages and literatures (University of Bologna), she took advanced courses in sociolinguistics (University of Roma Tre, University of Santa Barbara-UCSB and University of Los Angeles-UCLA). She received her DPhil at the University of York (UK), with Prof. Paul Drew, with a dissertation in Conversation Analysis on classroom interaction.

Her main research interests concern the study of social interaction in classroom and medical contexts and in ordinary settings, which she explores using Conversation Analysis with a focus on verbal and linguistics resources. Her major topics are teacher known-answer questions, positive evaluations of pupils' answers and teacher reproaches; asymmetry in doctor/patient communication; word-searches, teasing, identity and spontaneous translation practices in native and non-native speakers; apologies and invitations, also with a cross-linguistic perspective.

She publishes in international journals (Research on Language and Social Interaction, Linguistics and Education, Language and Education, Discourse Processes, Discourse Studies, Journal of Pragmatics) and attends to the international conferences of Pragmatics and Conversation Analysis (IPrA e ICCA). She is reviewer in the major journals of the field. Member of ICCA-2018 Scientific Committee. Collaborates with an international network, with colleagues based on the following universities in Italy and abroad: Bologna, Roma Tre and Bolzano (IT), Loughborough (UK), Helsinki and Jyväskylä (FL), Goteborg (NL), Lyon (FR), Indiana (US) and Leuven (Belgio).