

WORK EXPERIENCE

02/05/2017–01/11/2018

Customer Service Representative

Tech Mahindra SRL, Budapest
(Hungary)

- = Customer Support.
- = Assisting the clients by telephone.
- = Solving problems by remote control by pc.
- = Good knowledge of pc and IT.

01/09/2014–15/02/2017

Sales representative

I BILANCIAI SRL, Bari (Italy)

- = Selling products for gas station.
- = Control and maintenance of gas station.

15/01/2014–20/04/2014

Team manager

Netent, Qormi (Malta)

- = supervising the work of operators.
- = managing the team.
- = solving problem situations which occur during work time.

06/12/2011–20/06/2013

Operator / Live support

Evolution Latvia SIA, Riga (Latvia)

- = Providing company's services to the clients.
- = Analyzing and organizing game server database.
- = Solving technical and operational issues.

07/01/2009–09/09/2011

Sales representative

Slam, Santa Barbara, Bari (Italy)

- = Acquisition and management of clients.
- = Present and sell the company's products (clothes).

08/02/2009–21/11/2009

Telemarketing operator

Data Contact SRL, Bari (Italy)

- = Maintaining relationship with the existing customers.
- = Presenting the company's products to potential clients.
- = Signing contracts.

02/09/2004–01/10/2008

Quality inspector

Curriculum vitae

Dilella Invest SPA, Bari (Italy)

- = Managing automatic car washes.
- = Accounting.
- = Maintenance and solving technical problems.

14/09/2002–19/06/2006

Social Science Bachelor Degree in Media and Communication

University Carlo Bo, Urbino (Italy)

PERSONAL SKILLS

Mother tongue(s)

Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	C1	C2	B2	C1
Spanish	B1	B1	A2	A2	A2
Latvian	A2	A1	A2	A2	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills ▪ excellent communication skills gained through my experience as a marketing department manager

Organisational / managerial skills ▪ good organisational skills gained as a manager of Dilella Invest by running the company's numerous offices
 ▪ leadership (as a team manager I was responsible for a group consisting of 20 people)

Job-related skills ▪ mentoring skills (as a team manager, I was responsible for the training and induction of new staff)

Digital skills ▪ good command of office suite (word processor, spread sheet, presentation software)
 ▪ good command of photo editing software gained as an amateur photographer

Other skills ▪ certified in providing first aid

Driving licence B