

Customer Service Representative Agent

Age and place of birth: 51 y.o. , Catania, Italy
Citizenship: Italian

Professional experiences:

- Technical customer service;
- IT Help-desk Agent;
- Industrial operator;
- Experience with manual and automatic electrical tester modules for electronic devices;
- Experience in mounting and assembling of electronics and electro-mechanical parts;

Education

- February 2023 E.U. Certificate P.E.K.I.T. (for teaching at school's with IT competence's) - Catania (Italy);
- Julliet 2023 E.U. Certificate C.L.I.L. (for teaching at school's) - Catania (Italy);
- 1992-1997 Bachelor Degree attended at Industrial School Archimede
- Industrial Electronics and Telecommunication's - Catania (Italy);

Languages knowledge

- **Italian** Native
- **French** C1
- **English** B2/C1
- **Hungarian** A1

Software Knowledge

- **MS Office**
- **Outlook**
- **AS 400**
- **SAP**
- **Citrix**
- **Siebel**
- **Vehicle parts software**

Personal skills

- Self-motivated and inventive;
- Proactive if required;
- Having attitude to work both in team and individually;
- Flexibility attitudes;
- Professional and courtesy;
- Assertive and focused communication;

Professional experiences

On my own : March 2020 – July 2023

From remote and in person I provide on my own, teaching for English and French Language's for basic and intermediate level.

Company: Schneider Electric (France)

June - September 2022 (Defined contract)
Technician

I am dedicated to assembly mechanical parts and cables to produce High Current safety breaker deployed to control current over 500 Ampere .

Company: Elistair , Lyon (France)

From June 1st to September 10th 2021 (Defined contract)
Technician

For an international Company we produce drones for security and defense.

I am dedicated to assembly mechanicals parts and electronics boards of land stations. While the other Team is dedicated to make the drone itself.

Achieving the recovery of production delay and reaching the monthly production device's target

Company: EPTA Kft Budapest

November 2019 - January 2020

Refrigerators order's back-office

Short experience before Covid epidemic. For an international refrigeration brand , the Agent handles the incoming order's , answering at incoming calls and email's information's about shipment and logistics

Company: N/A

April 2017 - July 2019

Vehicle Part Advisor .

For an important European Automotive Company we provide technical support for vehicle's spare-parts .

Achieving customer satisfaction and SLA targets; Basic training's for new colleague's.

Input's for corrections; Reducing of incoming follow-up's;

Company: Cognizant Kft - Budapest

May 2014 -April 2016

IT Help-desk Analyst

Company: Unisys Kft / GE / TATA-TCS Kft

December 2010 to February 2014

IT Help-desk Analyst.

Achievements:

Reaching the desired SLA, Quality targets and Client's satisfaction; Basic training's for new colleague's.

Company: ATOMS (Monte-Carlo)

December 2007 - July 2009

Electronics Technician

Assembling mechanical, electronics and cable parts using special tools and products because the devices work for driving boxes automotive purpose.

Achieving customer satisfaction and SLA targets; Proposing new solutions for assembly instructions ; Training new colleagues;

Catania, 18.9.2023