

PERSONAL INFORMATION

Claudio Crocilla



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Sex Male | Date of birth 03/06/1987 | Nationality Italian

WORK EXPERIENCE

13/05/2019–Present

QA & Support Technician

Keywords Studios PLC

South County Business Park, Leopardstown, Dublin 18, Dublin (Ireland)

- Planning, creation/updates and execution of test cases aimed at identifying possible problems in the software with different types of testing (End to end testing, regression, graphic, functional and non-functional testing).
- Identify and Report Bug and Inconsistency in the available tools.
- Offer technical support to customers and provide documentation, instructions and/or videos.
- Collaboration with the End User, the Developers and the Team.
- Ticket analysis and identification of problems, incidents and software usage errors with Ticket management and reorganization according to priorities.

Business or sector Video Games Industry

01/12/2017–12/05/2019

Localisation Quality Assurance Tester

Keywords Studios PLC

South County Business Park, Leopardstown, Dublin 18, Dublin (Ireland)

Consultancy work on an occasional base.

- Verify the correct implementation of the localized text and ensure that the correct terminology is used throughout the game.
- Verify the contextual consistency and linguistic accuracy of in-game text and check for typographical, grammatical and punctuation errors.
- High quality assurance for product delivery.
- Occasionally provide Italian translations.
- Identify and Report Bugs.
- Compliance testing for potential policy/naming violation.

Business or sector Video Games Industry

10/06/2010–30/11/2017

IT Computer Assistant

Costa degli Ulivi, Grand Hotel Piazza Borsa, Hotel Splendid La Torre
Piazza Borsa, Palermo (Italy)

- PC repair technician for hardware or software issues.
- Conference Technician
- Maintenance Computer
- Sound Technician

Business or sector Professional, Scientific and Technical Activities

01/05/2015–01/02/2017 **Customer Service / Account - 3 Italia**
H3G Italia S.p.A.
Via Ugo la Malfa, 72, Palermo (Italy)

- Customer management via telephone, email, fax.
- Technical product support.
- Administrative Customer Management.
- Sales products and service.

Business or sector Information and communication

28/02/2011–30/05/2015 **Telephone Switchboard Operator TIM**
Almaviva Group S.r.l.
Via F. Cordoba, 72, Palermo (Italy)

- Sale of goods and TIM services.
- Customer Loyalty TIM.

Business or sector Information and communication

15/09/2006–15/02/2010 **Summer and Winter Camp Animator**
Spina Camping Village, Valli di Comacchio, Metamorfosi. Hotel Saline, Salento, Napoli, Fly Animazione. (Italy)

- Camps for kids (4-12 years old).
- Sports, education and entertainment.
- Responsible for directing audio.

Business or sector Child education and entertainment

EDUCATION AND TRAINING

15/09/2001–30/07/2006 **Technical Specialist specialized in Electronics and Telecommunications**
I.T.I.S Alessandro Volta, Palermo (Italy)

General

- English, Mathematics, Informatics, Electronics and Telecommunication.
- Realization of alarm systems with presentation of the same at fairs.
- Realization of electrical systems for home and business.

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B1	B1	B1

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 listening and communication skills with colleagues and people accrued during the working period as a tourist animator and excellent sales skills thanks to teamwork like Promoters and Sellers.

Organisational / managerial skills

Ability to organize work autonomously by defining priorities and assuming responsibilities gained through different professional experiences (Team Management of 5 or more people in the field of Tourism and Organization of Study / Work Groups).

Job-related skills

Communicate through the appropriate channels and provide daily status reports about the status of the project testing.

Ensure that quality, accuracy and consistency is maintained throughout files/game/manual and occasionally provide Italian translations.

Troubleshooting Italian version bugs of the in-game text and providing repro steps to help colleagues to verify issue in different languages.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Independent user	Independent user	Proficient user

Digital skills - Self-assessment grid

- Excellent knowledge of Windows operating systems.
- Good Knowledge Linux and Mac OSX operating system.
- Good knowledge of the Office Package (Word, Excel, PowerPoint...).
- Excellent knowledge of Electronic Equipment Hardware.
- Small LAN Installation.
- Basic knowledge of SQL and Database.
- Assembling, configuring and repairing computers, routers, telephony and other types of technology products.

Other skills

- Swimming, Volleyball, Football.
- Playing Classic and Electric Guitar and Electric Bass.
- Passion for Technology that keeps me updated on programs, electronics, consoles and video games, smartphone and much more.

Driving licence

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