

DANIELE FUSARI

Work

Fault Engineer Adviser **Shell Energy - Coventry**

21/09/2020 - Current

Dealing with Technical queries, fixing and ensuring ongoing technical support for customers
Proactive technical work in order to improve the customer experience and journey
Supporting other business areas (energy) with queries as and when required.

Frontend Web Developer Student **teamtreehouse.com**

Full Time 01/01/2018 - 04/08/2020

Profile: <https://danielefusari.co.uk>
<https://teamtreehouse.com/danielefusaridoughty>
<https://github.com/DanieleFusari>

Courses

- HTML 5
- CSS
- JavaScript
- Databases
- My SQL
- Digital Literacy
- Development Tools
- PHP

Air Ambulance - Part Time

01/06/2019 - 20/03/2020

Customer Service. Part time **Economy Energy - Kenilworth**

17/07/2017 - 29/12/2017

Customer Service / Sales TL **UK Flooring Direct - Coventry**

01/06/2016 - 31/03/2017

Leading a team to achieve sales targets and also achieving a high customer service score.
New skills in flooring industry. Different types of flooring, installation and problem solving with wood products.

Retail Manager **Thomson - Leamington Spa**

01/12/2015 - (for Fixed Term Contracts): 31st May 2016

Retail shop of 6. Maternity cover. Monitoring money transactions for money laundering fraudulent transactions. Foreign exchange banking . Charge backs. Foreign currency. Amex systems. Ordering currency.

Field Manager **Hermes - Coventry**

07/2015 - 30/11/2015

Field-based, on hand to ensure all couriers fulfilled their orders for the day. Regularly meeting with local couriers and the depot manager. Improving processes and made sure everything ran smoothly. Solving problems, recruiting staff. Network mapping and produce reports and help develop the most efficient, cost-effective routes. Tracking and monitoring of Parcels.

24/7 Operations Manager **TUI Group - Majorca Spain**

(6 month project) 01/2015 - 06/2015

My main responsibility was to relocate the 24/7 call centre to Majorca from Coventry. My overall goal was to merge the UK, Nordic, Dutch & German call centres into one centralised location.

Holiday Line & Reunion Operations Manager **TUI -UK - Coventry & Luton**

02/2009 - 12/2014

Within the year of working as team manager I was promoted to Operations Manager for the 'Holidayline' and undertook the operations for Overseas Youth Reunion. My responsibilities included:

Overseas Youth Reunion. This was a product mainly sold to the youth market (2wentys) . The event was a 2 day festival which was attended by overseas youth reps with high quality acts.

Holiday Line Team Manager
TUI -UK - Coventry

03/2008 - 01/2009

This was a new challenge with a brand new call centre that needed setting up. The call centre looked after customers on long haul destinations such as Mexico. This was a service to offer our customers ways to contact their Thomson representative.

Flights Warehouse Sales Team Leader	Thomson Retail - Coventry	05/2007 - 03/2008
Thomson Fly Team Leader	Thomson - Coventry	06/2004 - 05/2007
Flights Warehouse After Sales Consultant	Lunn Poly - Coventry	02/2001 - 05/2004

Education

Tile hill College	09/1998 - 06/2000
Home Tutored for one year	10/1997 - 06/1998
President Kennedy School	09/1993 - 10/1997

Certification

City & Guilds Computers & Computing 1, Electronic circuits & Components 1, Microprocessors 1 Microcomputer Systems Installation & maintenance 2, Data Communication & Networks, Microcomputers 2, Electronic Circuits & Testing 2, Microprocessors 2, Disk drive installation & Installation & maintenance 3	Computer Technicians Foundation Award CACDP BRITISH sign Language Stage 1 BRITISH sign Language Stage 2 AQA (GCSE) English (GCSE) Speaking & Listening (GCSE) Maths Money Management & Numbers	C B B A
City & Guilds Word Processing City & Guilds 730 Adult Teaching		

Contact

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