



Born in Foggia, maker with a background in the e-commerce and online advertising (Facebook and Instagram).

After my experience in Lisbon, as a Customer Service Representative, I deepened my studies on User Experience, becoming UX/UI Design.

ACADEMIC BACKGROUND

Master in UX/UI Design on Start2impact University, from 2021 until 2022;

Bachelor's degree in Letters and Philosophy, with specialising in Archaeology, at University of Foggia, 2012 – Final grade 105/110;

High School Diploma in Applied Arts at Istituto d'Arte Perugini, in Foggia 2006, final grade 90/100.

PROJECTS COMPLETED AS UX/UI DESIGNER

- Brand Identity;
- Online medical examination booking site;
- E-commerce;
- Online courses site;

→ [PORTFOLIO ONLINE](#)

LANGUAGES

ITALIAN (MOTHER TONGUE)

Speaking	<div><div></div><div></div><div></div><div></div><div></div></div>
Writing	<div><div></div><div></div><div></div><div></div><div></div></div>
Listening	<div><div></div><div></div><div></div><div></div><div></div></div>

ENGLISH (B2)

Speaking	<div><div></div><div></div><div></div><div></div><div></div></div>
Writing	<div><div></div><div></div><div></div><div></div><div></div></div>
Listening	<div><div></div><div></div><div></div><div></div><div></div></div>

PORTUGUESE (B1)

Speaking	<div><div></div><div></div><div></div><div></div><div></div></div>
Writing	<div><div></div><div></div><div></div><div></div><div></div></div>
Listening	<div><div></div><div></div><div></div><div></div><div></div></div>

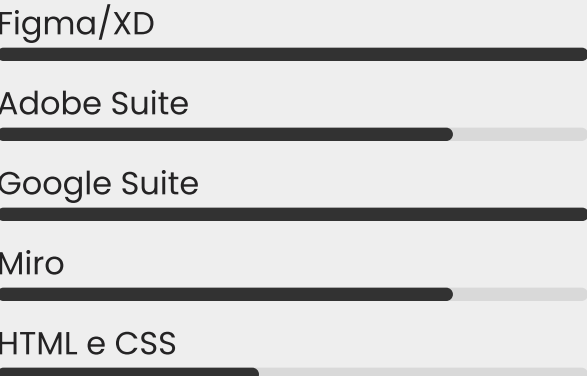
WORK EXPERIENCE

Facebook Marketing Expert in Teleperformance from 2019 to 2020 (Lisbon);

Customer Service Representative Senior in Teleperformance, from 2018 to 2019 (Lisbon);

E-commerce manager for a personal project, from 2009 to 2018 (Italy).

PROFESSIONAL SKILLS



SOFT SKILLS

- | | |
|-------------------|--|
| • Creativity | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Analytics | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Empathy | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Precision | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Problem Solving | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Team Work | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Authonomy | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Flessibility | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Calmness | <div><div></div><div></div><div></div><div></div><div></div></div> |
| • Leadership | <div><div></div><div></div><div></div><div></div><div></div></div> |

Each of my work experiences has helped me develop soft skills, which I apply in my UX/UI design work.

MORE SPECIFICALLY

AS FACEBOOK MARKETING EXPERT I managed a client portfolio of small and medium-sized companies. I talked to them to understand their needs; I studied their business in order to offer a product and advertising strategy that was advantageous as much as possible.

AS CUSTOMER SERVICE REPRESENTATIVE SENIOR I learned to listen to the problems of customers and users, from all touch points of the purchase path (on site and off site) and at the return phase. I helped the new agents with their first tasks and in times of difficulty.

CONTACT WITH STAKEHOLDERS



DISCOVERY



SELL



PROBLEM SOLVING



AUTHONOMY



ACTIVE AND EMPATHIC LISTENING



PROBLEM SOLVING



TEAM WORK



LEADERSHIP



PRECISION

