

## PERSONAL INFORMATION

**Name:** Luca Carogioiello

**Address:** Via Gian Pietro Talamini 18, 00128 Rome, Italy

**Phone:** +39 320 1684498

**Email:** carogioiello@libero.it

**Date of Birth:** 11 June 1980

**Nationality:** Italian



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## WORK EXPERIENCE

**March 2022 – Present**

**AS Roma – Call Center and ticketing Manager**

*Industry: Professional Football Club*

- Leading the restructuring and management of the AS Roma Customer Service, overseeing all match day operations.
- Responsible for ticketing operations, including season ticket campaigns, single match ticket sales, and match day customer support.
- Managing match day fan experience activities, ensuring alignment between ticketing, hospitality, and fan engagement initiatives.
- Supervising and training a team of telephone agents; developing performance reports, work schedules, and cross-departmental coordination with ticketing, marketing, and operations.
- Driving improvements in fan satisfaction and service efficiency, integrating digital tools and CRM systems into the fan journey.

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**Dec 2020 – Feb 2022**

**Verisure – Contact Center Manager**

*Industry: Security Systems & Alarm Installations*

- Managed the “First Attempt” marketing team, analyzing performance data and optimizing results. Training and coaching focused on communication and sales effectiveness.

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**Aug 2020 – Nov 2020**

**AXA Insurance – Claims Department**

*Industry: Insurance*

- Processed and managed initial insurance claims in automotive, health, and life sectors.
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**Oct 2017 – Dec 2021**

**2be Apartment – Brand Manager**

*Industry: Hospitality (Short-Term Rentals)*

- Created and launched the 2be Apartment brand, managing all commercial and marketing aspects.
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**Feb 2017 – Nov 2017**

**Outbound Call Center Start-up – Lavazza Group / Enis Gas and Light**

*Industry: Outbound Sales*

- Established and managed two outbound call centers; handled recruitment, training, and operations.
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**Sept 2014 – Jan 2017**

**ConTe.it – Outsourcing Manager**

*Industry: Automotive & Motorcycle Insurance*

- Oversaw outsourcing partnerships, focusing on performance, reliability, and quality control. Optimizing external production processes.
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**Jun 2011 – Sept 2014**

**ConTe.it – Customer Service and Sales Manager**

- Supervised and optimized customer service operations; enhanced service quality and team development.

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**Jan 2006 – May 2011**

**Gepin Contact S.p.A. – Supervisor**

- Managed major accounts including Wind Corporate, Sisal, and Poste Mobile. Coordinated KPI-driven teams.
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**Mar 2004 – Dec 2005**

**Gepin Contact S.p.A. – Team Leader**

- Led teams for Wind Corporate customer management.
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**Sept 1999 – Mar 2003**

**RadioRadio, Teleroma56, RDS, FIGH Press Office, Overland – Radio Speaker / Journalist**

- Hosted radio shows and wrote for *Overland Magazine* (in collaboration with the European Commission).
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## **EDUCATION AND TRAINING**

**Nov 2025**

Bachelor's Degree in Political Science

### **Additional Diplomas and Certifications:**

- Diploma in *Feedback and Resource Management* (Mar 2013)
  - *Advanced Excel Diploma* (Dec 2012)
  - *English Language Diplomas* – Wall Street Institute (Oct 2005 and Feb 2023)
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## **LANGUAGE SKILLS**

Language Understanding Speaking Writing

Italian	Native	Native	Native
English	C1	C1	C1

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## **COMMUNICATION AND MANAGEMENT SKILLS**

- Excellent communication and interpersonal abilities, developed through years of leadership in customer service and sports industry management.
  - Strong leadership and coordination skills, with proven ability to manage large teams in high-pressure environments.
  - Deep understanding of fan experience management, ticketing systems, and match day operations in professional football.
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## **DIGITAL SKILLS**

- Advanced knowledge of Microsoft Office Suite (Excel, Word, PowerPoint).
  - Familiar with CRM systems, ticketing platforms, and customer data analysis tools.
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## **OTHER INFORMATION**

Driving Licence: A / B

Hobbies: Marathon running, sports management, football culture.

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## **DATA PROTECTION STATEMENT**

“I hereby authorize the processing of my personal data in accordance with Legislative Decree 196/2003 and GDPR (EU Regulation 2016/679).”