



Bologna

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FLAVIO CIMA

PROFILE

I'm a dedicated manager with 10 years of experience in the automotive and luxury industries and more than 15 years of experience in the Insurance business. I possess strong sales and negotiation skills, with experience in an international setting. Team leadership and management are among my biggest passions, currently managing a team of 3 people. I work on a global scale, cross-functionally, with daily exposition to high complexity, project and P&L management and revenue optimization. Customer experience and the highest quality standards are my two biggest priorities.

EXPERIENCE

AUTOMOBILI LAMBORGHINI SPA

2020-PRESENT

WORLDWIDE AFTER SALES SERVICES

HQ

In charge of worldwide after-sales services (Maintenance, Extended Warranty, Insurances – ancillary, RSA, Connected Services (B2B – B2C), E-mobility).

- Creating, developing and selling services that increase customer loyalty and business profitability.
- Project management on a cross-functional basis, including Model Line, Finance, Engineering and Sales.
- Opened a new market with +25% CAGR.
- Developed and launched a program in 2023 for a new range plan.
- Excellent in business plan, KPI's settings and data analysis.
- Deep experience in after-sales services such as maintenance and ROS optimization.
- Developing the strategy, setting targets for each region/market and deploy them at dealers' level.
- Responsible for pricing, sales, budgeting and profitability.
- Responsible for marketing and communication on each of my portfolio services
- Responsible for studying and developing reporting best practices and compatibility with IT systems.
- Responsible for renewal of connected services for both B2B and B2C.
- Expert in automotive services as warranties, maintenance, and insurance programs as ancillary.
- Responsible for programs related to recharging and E-mobility.

AUTOMOBILI LAMBORGHINI SPA

2012 – 2020

INSURANCE AND RISK MANAGEMENT SPECIALIST

HQ

My mission was to identify, manage and quantify risks and find solutions to mitigate potential losses.

- Responsible for Risk assessment and engaging the insurance market for placement to transfer the correct share of risk.
- Defining actions to mitigate potential impacts and possible investments to reduce risks, as well as decreasing costs and optimizing efficiency.

EPOCA BROKER
BROKER (FREELANCE)
My mission was to increase customers' portfolios through prospecting activities, managing portfolios and customers' needs.

2010 - 2012

Bologna

- Responsible for accurate risk profiling and mapping, for any customer managed.
- Engagement of insurance market for placement.

ASSICURAZIONI GENERALI SPA
FREELANCE

2009 - 2010

Bologna

- Responsible for customers' portfolios.
- Prospecting activities, customer acquisition.
- Customer development (cross-selling – up-selling).

VALORI DI STILE
2006 - 2008
Los Angeles (USA)

Scarf and Ties manufacturer

In my first work experience, I led and entrepreneurial effort to help the family business in opening the US market. I attended fashion shows and met big retailers such as Harrod's (UK). This experience helped me boost my problem solving and language proficiency, as well as sales and intercultural awareness.

EDUCATION **HIGH SCHOOL DIPLOMA LANGUAGES AND ADMINISTRATION** Bologna
ITC ROSA LUXEMBURG

ACTIVITIES Tennis – Soccer – Economy - Stock exchange – Automotive – Movies

LANGUAGES

- Italian *native*
- English *fluent*
- French *intermediate*