

PERSONAL INFORMATION

Name: Luca Carogioiello

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

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Email: carogioiello@libero.it

Date of Birth: 11 June 1980

Nationality: Italian



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.

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.

Aug 2020 – Nov 2020

AXA Insurance – Claims Department

Industry: Insurance

- Processed and managed initial insurance claims in automotive, health, and life sectors.

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.

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.

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.

Jun 2011 – Sept 2014

ConTe.it – Customer Service and Sales Manager

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

Jan 2006 – May 2011

Gepin Contact S.p.A. – Supervisor

- Managed major accounts including Wind Corporate, Sisal, and Poste Mobile. Coordinated KPI-driven teams.

Mar 2004 – Dec 2005

Gepin Contact S.p.A. – Team Leader

- Led teams for Wind Corporate customer management.

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).

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

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.

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)."