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KEY SKILLS AND ACHIEVEMENTS

Over the past few years, I have gained valuable experience working with international IT companies, where I have significantly enhanced my skills in communication, attention to detail, teamwork, and customer service. My strong focus on detail has been instrumental in identifying and resolving issues efficiently, while my robust decision-making abilities have allowed me to excel as a team player.

I am highly skilled in active listening, conflict resolution, and taking responsibility in challenging situations. My adaptability and open-mindedness enable me to thrive in diverse environments, embracing different perspectives and fostering collaboration.

Additionally, I possess strong business acumen, allowing me to make strategic decisions and lead teams effectively. I excel at motivating colleagues, engaging positively with stakeholders, and applying my technical knowledge to solve problems and drive results. My expertise in understanding complex concepts, developing innovative ideas, and implementing effective strategies—combined with strong communication, negotiation, and behavioral response skills—makes me a valuable asset to any team.

WORK EXPERIENCE

06/22 – at the moment LinkedIn

Senior Sales Solution Support Consultant

- Manage inquiries in the LinkedIn Sales Solutions Support queue, providing assistance to both Enterprise and Basic customers.
- Serve as the initial escalation point, effectively resolving complex issues and ensuring customer satisfaction.
- Proactively engage with escalated customers, using a consultative approach to address their concerns.
- Act as a change ambassador within the team, embracing and supporting business improvements in operational efficiency, design, processes, and technology. Raise concerns constructively and propose potential solutions.
- Conduct quality audits on cases resolved by team members. Collaborate with supervisors and managers to ensure effective coaching for continuous quality improvement within the team.
- Analyze performance trends and identify areas of focus to enhance overall team performance.
- Maintain expert knowledge of products, processes, and tools, taking ownership of continuous personal development and sharing expertise with the team to foster knowledge growth.
- Assist the training team with onboarding new hires, contributing to an environment that encourages collaboration and continuous learning.
- Participate in recruitment efforts by conducting interviews and identifying candidates who align with LinkedIn's culture and values.
- Provide insights as a Subject Matter Expert while supporting the development of process expertise within the team.
- Support the team and cross-functional teams with additional responsibilities when needed, ensuring operational continuity.
- Identify and share best practices to help the team meet or exceed performance targets.
- Build strong relationships and collaborate with local and global teams to address challenges and find joint solutions.
- Network across the organization and participate in senior-level cross-team collaborations to ensure the consistent sharing of best practices.

01/20 – 05/22 LinkedIn

Sales Solution Support Consultant

- Provide expert support to LinkedIn Sales Solutions customers, specializing in complex and advanced features of the Sales Navigator product.
- Analyze and understand the specific needs of Sales Navigator clients, delivering tailored responses to all product-related inquiries and concerns.
- Consistently achieve customer satisfaction targets by adhering to best practices and LinkedIn's Voice of Customer standards.
- Ensure prompt escalation of issues to relevant internal departments and management, facilitating timely resolutions.
- Assist both online and Enterprise Sales Navigator customers with onboarding, best practices, billing inquiries, and technical support to optimize their experience.
- Deliver pre-sales support internally and externally, managing account provisioning for new customers to ensure seamless onboarding.
- Mentor and guide new team members, fostering their integration and professional growth within the team.
- Provide daily support to senior team members, managing queues and prioritizing team actions to maintain optimal performance.

06/18 – 11/19 Cognizant for Youtube (Trust & Safety)

Team Leader for French and Italian Team

- Manage day-to-day team operations, including team support, scheduling, and staffing to ensure smooth workflow.
- Summarize and communicate project results, while defining action plans for both high and low performers to drive continuous improvement.
- Lead team meetings, training sessions, and one-on-one discussions to address performance and development needs.
- Coach and mentor new hires, facilitating their integration and skill development.
- Prepare and present process performance metrics to the customer, in collaboration with the Operations Manager.
- Ensure strict adherence to quality standards and processes.
- Set and achieve business goals by prioritizing key tasks and focusing on impactful activities.
- Conduct performance analysis, track service delivery, and take corrective action based on process audit findings to avoid negative outcomes.
- Perform quality checks and periodic reviews to ensure adherence to process standards.
- Lead the team in achieving process SLAs and metrics, focusing on productivity and quality targets within established timelines.

02/17 – 05/18 Cognizant for Google Maps, Dublin

Subject Matter Expert / Anchor Mentor

- Assist the Team Lead with ad hoc requests, providing flexible and timely support.
- Liaise with the Pod Lead, team members, and the Policy Team to ensure smooth communication and issue resolution.
- Conduct weekly quality checks to ensure compliance with standards and best practices.
- Perform additional quality audits on production, quality, and workflow adherence to maintain high operational standards.
- Provide shadowing and mentoring to underperformers, offering targeted guidance to improve

performance.

- Mentor and support new hires, ensuring their successful onboarding and development within the team.
- Serve as the main point of contact for policy-related questions within the team, providing accurate and timely information.
- Collaborate with the Policy Team and other Anchor Mentors to address policy issues and stay updated on current changes.
- Create and present policy clarification slides during team meetings to improve understanding and ensure alignment with procedures.
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09/15 – 02/17 Cognizant for Google Maps, Dublin

Senior Process Executive

- Identify upsell opportunities, consistently meeting agreed quotas and generating additional revenue.
- Perform second-level quality control on data reviewed by initial analysts, ensuring high accuracy and reliability of information on Google Maps.
- Evaluate data accuracy, exercising sound judgment to make informed decisions regarding data quality.
- Provide direct feedback on processes and outcomes, focusing on details and implementing actions to improve overall data accuracy.
- Identify and address issues or inconsistencies in data, proactively questioning and improving data quality standards.
- Serve as the professional representative of the company, engaging with clients and customers to uphold a high standard of service.
- Make outbound calls to business representatives to verify and retrieve essential information.
- Ensure a high level of customer satisfaction, reinforcing Google's professional image with business owners.
- Collaborate as part of a large project team, handling multiple projects simultaneously.

05/15 – 07/15 Arvato Finance Service for Microsoft, Dublin

Transaction Specialist

- Conduct thorough analysis and investigation of queries related to Microsoft Business Programs, orders, and contracts, primarily communicated via email.
- Ensure strict adherence to service level agreements (SLAs) for client-related activities.
- Validate contractual information and manage the entry and coordination of agreements, orders, and official letters.
- Maintain accurate records of business activities, including detailed information on agreements, order exceptions, queries, outstanding issues, and executive approvals as outlined by Legal and Finance departments.
- Ensure compliance with the defined escalation process to resolve complex queries efficiently.

12/13 – 11/14 Appia Park Hotel, Rome

Receptionist

- Manage booking reservations and handle customer inquiries via phone, email, or fax.
- Provide swift resolution to customer queries through phone support.
- Make outbound calls and send emails to guests to address inquiries and provide assistance.
- Oversee billing and invoice management to ensure accurate and timely processing.
- Participate in weekly team meetings with the Front Office Manager to discuss operations and performance.
- Attend monthly meetings with the General Manager to review progress and align on business goals.
- Perform data analysis to inform and adapt sales strategies, optimizing business performance.

12/2012 – 11/2013 Best Western Hotel Roma Tor Vergata, Rome

Front Office Manager

- Manage shift planning and shift operations to ensure efficient workflow.
- Oversee complaint management, resolving guest issues promptly and effectively.
- Handle customer inquiries via phone, email, or fax, ensuring timely and accurate responses.
- Provide fast solutions to customer issues through phone support.
- Manage inbound and outbound calls/emails with guests to address inquiries and resolve concerns.
- Oversee billing and invoice management to ensure accuracy and timeliness.
- Participate in weekly team meetings to discuss progress and operational updates.
- Attend weekly meetings with the General Manager to align on goals and strategies.
- Prepare and submit weekly reports detailing all activities and performance metrics.

06/2012 - 11/2012 Best Western Hotel Roma Tor Vergata, Rome

Receptionist

- Manage booking reservations and handle customer inquiries via phone, email, or fax.
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- Make outbound calls and send emails to guests to address inquiries and provide assistance.
- Oversee billing and invoice management to ensure accurate and timely processing.
- Participate in weekly team meetings with the Front Office Manager to discuss operations and performance.
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- Perform data analysis to inform and adapt sales strategies, optimizing business performance.

07/2010 - 12/2011 Hotel Vienna Touring, Riccione (RN)

Receptionist

- Manage booking reservations and handle customer inquiries via phone, email, or fax.
- Provide swift resolution to customer queries through phone support.
- Make outbound calls and send emails to guests to address inquiries and provide assistance.
- Oversee billing and invoice management to ensure accurate and timely processing.
- Participate in weekly team meetings with the Front Office Manager to discuss operations and performance.
- Attend monthly meetings with the General Manager to review progress and align on business goals.
- Perform data analysis to inform and adapt sales strategies, optimizing business performance.

06/2006 - 06/2010 Best Western Hotel Abner's, Riccione (RN)

Receptionist

- Manage booking reservations and handle customer inquiries via phone, email, or fax.
- Provide swift resolution to customer queries through phone support.
- Make outbound calls and send emails to guests to address inquiries and provide assistance.
- Oversee billing and invoice management to ensure accurate and timely processing.
- Participate in weekly team meetings with the Front Office Manager to discuss operations and performance.
- Attend monthly meetings with the General Manager to review progress and align on business goals.
- Perform data analysis to inform and adapt sales strategies, optimizing business performance.

EDUCATION

2023 - In Progress Università Mercatorum - Rome
Bachelor's Degree
Business Management - Sport Management

2001 - 2006 Institute of Technical Sales, Reggio Calabria
Accounting
Diploma

Additional Training:

2021: Adise - Figc - Catanzaro
Diploma Collaboratore della gestione Sportiva

2012: Arena School of English – Dublin
English- General Course
General course of English

2010: Best Western International – Milan
Training Web 2.0 and Social Network
The impact of social Networking and Internet sites on the hotel industry

2008: Best Western International – Milan
Training Communication between Clients and Receptionist
How manage customers complaints

LANGUAGES

- Italian – Native
- English – Fluent

IT SKILLS

- Excellent CRM Knowledge : Salesforce - Oracle - D365.
- Excellent knowledge O.S.: Windows xp 7/8 – Apple Software
- Good Knowledge O.S.: Linux
- Excellent knowledge Office: Word, Excel, Access, Power Point - Slack - Teams
- Excellent knowledge of browsers and email programs: Internet Explorer, Mozilla Firefox, Safari, Chrome, Outlook, Lotus Notes, WebMail.
- Excellent knowledge of Clouds/Sharing Files System: Clouds, Google Drive, DropBox - Jira .
Microsoft products

INTERESTS

Cinema, Football, Books