



# DOMENICO SANTORO

Via Venezuela, 20151 Milano (MI)

Date of Birth: 02/03/1992

Phone Number: +39 3409977336

Email: [d.santoro1992@gmail.com](mailto:d.santoro1992@gmail.com)

Linkedin: <https://www.linkedin.com/in/domenico-santoro-31a9a9118/>

## PROFILE

Since 2017 I have been on my career path developing skills in B2B, GDO and Loyalty programs in different business areas such as: Sales, Operations, Customer Service, Marketing and Logistics.

I have developed excellent communication skills both towards customers and suppliers and towards colleagues. I have experience in dealing with CEOs and members of the company's board of directors

I have acquired and perfected contract negotiation techniques, learned marketing and sales processes and tools and I have an excellent knowledge of business management methodologies, which have led me to develop a client portfolio, manage strategic partnerships and develop new market areas for the companies I have worked for.

I have an excellent organization of work and I know how to manage the deadlines I am given.

I have an excellent knowledge of the English Language (level C1) and, in 2011, I had a 6-month experience at an American College, taking 3 exams of my degree course, in English Language

Passionate about Sports, Technology, Travel and anything that captures my curiosity

## TECHNICAL SKILLS

Office Pack - Advanced  
IOS - Advanced  
Google Tools - Advanced  
WordPress - Base  
Illustrator - Base  
Photoshop - Base  
API and SSO Integrations - Base

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## EDUCATION

### Università Cà Foscari di Venezia

21/09/2016 – 15/09/2017

Level I University Master in Sport Business Strategies ([www.mastersbs.it](http://www.mastersbs.it)), organized by Verde Sport (Benetton Group) and by Cà Foscari University of Venice

### Università degli Studi di Messina

01/09/2010 – 23/03/2016

Bachelor Degree in Business Economy (L-18), Marketing & Management, 86/110

Title of the Thesis: Strategies for Internazionalization: Apple

## PROFESSIONAL EXPERIENCE

### BitQ Srl – Key Account Manager & Partnership Manager

01/04/2022 – Ongoing

Management of assigned customer and supplier portfolios and search for new ones. Since 2022, the turnover of the customers I manage has increased from €1.8 million to €5.8 million. Definition of the marketing budget, communication activities, and commissions to be paid to customers. Creation of monthly, quarterly, and annual reports using company management software.

### BitQ Srl – Operations Specialist & Junior Account Manager

01/10/2021 – 31/03/2022

Order management, creation of product sheets, and management of non-strategic customers

### Epay Euronet - Logistics & Merchandising Officer

04/03/2019 – 30/09/2021

Orders and shipments, Inventory stock, inbound and outbound; Management of Merchandising activities and product stock breaks; Management of monthly logistics cost and revenue reporting; Relationship with suppliers for production of Coupons and dedicated displays; Management of product procurement

### Epay Euronet - Logistics & Merchandising Intern

03/09/2018 – 03/03/2019

Orders and shipments, Warehouse stock, inbound and outbound; Management of Merchandising activities and product stock breaks

### Brooks Running - Marketing & Customer Service Intern

08/05/2017 – 03/11/2017

Creation and Development of CRM database and support for B2B customers; Use of company programs for uploading and shipping seasonal and replenishment orders; Translation of "Brooks Glycerin 15" and "Brooks Levitate" promotional campaigns from English to Italian, based on the directives given by the company's central officers; Post-Event management and dedicated "Brooks Local Hero Tour" website

## COURSES

### Course in Social Media & Digital Marketing – organized by Eurogiovani

03/07/2018 – 07/07/2018

Object of the course: web marketing, SEO, SEM, Google AdWords, Google+, Digital Strategy, Facebook Marketing, Twitter, LinkedIn, YouTube, Storytelling