

Bologna

+39 334 67 42 155

[www.linkedin.com/in/flavio-cima](https://www.linkedin.com/in/flavio-cima)

[flavio.cima83@gmail.com](mailto:flavio.cima83@gmail.com)



## 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)

**2010 - 2012**  
Bologna

My mission was to increase customers' portfolios through prospecting activities, managing portfolios and customers' needs.

- 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 an 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**  
ITC ROSA LUXEMBURG

Bologna

---

**ACTIVITIES**

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

---

**LANGUAGES**

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