

# Salvatore Emmanuel Fabiani

Software Engineer

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**©** 07474964865

## SOCIAL

my website

my portfolio

in emmanuelfabiani

CodeLeviosa

HelyeFab

#### PROFILE

Trilingual Italian, English, and French. Resourceful and highly experienced executive in the Insurance and Software industry. Impressive record of software solutions - achieved first as a technical analyst and lately as a software engineer, sales engineer, project management, and team leader. Articulate with exceptional interpersonal abilities. Believe in establishing positive customer relationships at the highest level with corporate customers. Have managed multi product based client relationships both in the UK and Italy, leading multinational teams both directly, 15 people, and indirectly, 100 people. Passionate about web development, languages, technology, innovation and business cutting edge solutions.

## EDUCATION

BSc (Honours) Computing
 and IT

The Open University

2021

Celta - Teaching English as a Second or Foreign Language/ESL Language Instructor

University of Cambridge 2015

BA (Honours) Philosophy

Studio Filosofico Domenicano Pontificia Università Angelicum di Roma

1999 - 1995

# SKILLS

- HtmlCss
- ReactNode.js
- Sass
- MongoExpress
- BootstrapWordpress
  - s UI/UX • Figma
- Project
   Manageme
- ManagementCustomer
- Relationship
- Team Leading
   Employee
- Employee training

## EXPERIENCE

## Sales Engineer - Trimble Maps

2018-Present

Product owner and integration specialist of both cloud based and on premises navigation solutions: Routing and navigation. Optimisation. Fleet management. Route analysis. Custom sites' creation and management. Integration specialist providing technical induction and deployment support: Java workshops on how to set up and manage integration projects. Assisting partners and prospects on how to use our APIs and online platforms in order to implement new routing functionalities, optimise their workflow, increase drivers productivity personalise customer. solutions

### ■ Technical Analyst - Trimble Maps

2016-2018

Providing B2B technical support in order to identify, implement, organize, integrate and manage ALK products in accordance with customers needs while acting as the subject matter expert in order to increase customer experience and business opportunities. Royal Mail, Waitrose, Microlise, Biffa, DHL, and Yodel are a few names of my Portfolio. Create ad-hoc material and documentation in response to outages or technical issues, maintain online product support content, including FAQs, documentation and self-help material, adding and editing content as appropriate in English and Italian.

#### Project Manager - Unipol Sai

2014-2016

Project Manager on a wide range of business projects including analysis of foreign markets in order to establish challenges and of opportunities for expanding the Company's business abroad. Other projects includes maximisation of Customer retention through the development and integration of a customised CRM in order to better understand prospects and customers' needs; Annual Reviews and Updates of the Company's range of insurance solutions both for retail and corporate customers as well as expanding the Company's Business Plan. Providing information and evidence based advice to senior management in support of the company's/division's financial and organisational projections/changes assisting in strategy and development planning Translating from and into English plans and projects in respect of foreign customers, their markets and growth targets. Ensuring all internal communications of the group's senior management give a direct, clear and consistent message towards the addressed audience with particular responsibility for all communications from the CEO personally and his office.

# Senior Associate Global Service - Lightspeed GMI

2015-2016

Performance management: Determine and deliver training to team members in order to achieve greater performance Manage the team within the region/time zone to meet the goal metrics Review reports and dashboards and work with the team to improve all metrics Resources scheduling & allocation: New candidate interviewing and selection process Daily review of business needs for each region/time zone to allocate resources appropriately Prepare and organize schedules ensuring constant and appropriate levels of coverage: including attendance, schedule breaks, shifts and holidays as necessary Manage efficiently different queues in line with business metrics and requirements Deal with escalated issues and enquiries in line with global processes Work with team members to build sustainable solutions Monitor time and workload and manage priorities to meet business goals Ensuring daily high quality support to the healthcare team responding to the doctors' technical, study and incentive scheme related questions Report to directors regularly with regards to team performances Ongoing improvement: Designing new training plans for new hires Review performances and suggest process improvement Work with other team members of Member Services in order to optimize the global processes and deliver greater efficiencies Practice and ensure compliance with all the organization's policies and procedures Introducing and implementing "The Help Centre" on the company web site, working as a moderator with panelists testing the prototype in order to gather and review feedback for further implementation Facebook Champion dealing with Panelists inquiries over our Facebook page

# Associate Business Analyst

2010-2014

Tracking and analyzing Call Centre Performance in terms of main KPIs: Occupancy, Abandoned Calls, Calls Answered, Average Wait Time and Grade of Service Introducing and implementing "Linear Chat" via Vivocha's web cloud based platform. Linear Chat was a new method for customers to get in touch on line and discuss their requirements. Responsible for codesigning the user-interface and developing the product and then trialing it before release Once released responsible for monitoring and enhancing the customer experience, implementing further technological innovation and optimizing sales Project management and channel governance ensuring that the operations were carried in line with the company's corporate policy. In addition responsible for recruiting and training new chat representatives

# CERTIFICATES & AWARDS

#100Devs Software Engineer Online Bootcamp
Online, 2020-2021

The Moder React Bootcamp

Udemy, 2020

Trimble Maps Employee of the Year

Trimble Maps, London 2018

DALF - Diplôme approfondi de langue française

Certified Assistant Project Manager , London 2016

Eurocentres Language Schools, Paris 2018

Bermotech, London 2018

Android programming course

Java programming course
Bermotech, London 2017

Project Management Institute

LANGUAGES

• English • Italian • French

# INTERESTS & HOBBIES

Continuos Learning

<u>₹</u>

Reading

Digital Art

Video Games