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## PERSONAL INFORMATION

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<b>Name</b>	MICHELA FRISOLI
<b>Citizenship</b>	ITALIAN
<b>Main address</b>	Via Sempione 15, Pogliano Milanese (MI)
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## WORK EXPERIENCE

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<b>02/2018 - Present- Leevia S.R.L.</b>
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**Job Title: Sales and Business Development**

**Business or Sector: Marketing**

**Main Responsibilities & Achievements:**

- Acquisition of new clients
- Preparation of strategy for acquisition of clients
- Market Analysis, Promotion & Business Development
- Build, maintain and manage relationships with new and existing customers;
- Propose the best solution of Leevia, supporting the customer in the idealization and creation
- the most effective contest;
- Ensure the success of the projects sold;
- Relationship marketing
- Client/Consultant loyalty building
- Corporate reporting
- Account management
- Working with Social Networking Portals
- Fulfillment KPI

<b>09/2017 - 02/2018- TECHNICAL HUNTERS S.R.L.</b>
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**Job Title: Consultant**

**Business or Sector: Middle e Senior Management Search & Selection**

**Main Responsibilities & Achievements:**

- Acquisition of new clients
- Preparation of strategy for acquisition of clients
- Market Analysis, Promotion & Business Development
- Relationship marketing
- Knowledge Management
- Search of the right profiles in a short time period for the client
- Dealing with consultants and explaining them the job aspects and prove their qualification
- Manage out interviews client-consultant
- Client/Consultant loyalty building
- Corporate reporting
- Account management
- Working with internal database
- Working with Social Networking Portals, Web Marketing, Forums
- Job posting worldwide
- Fulfillment KPI
- F2F Dealing & Tele-Recruitment Activities
- HR Consultancy
- Conduction of F2F and video job-interviews with candidates
- Search based on success/ Executive search

<b>10/2007 08/2017 - Advanced Global Solution S.p.A.</b>
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**Job Title: Sales Account**

**Work Period: Since 06/2015 to 08/2017**

**Business or Sector: Information Technology**

**Main Responsibilities & Achievements:**

- Responsible for managing System Integrator Client Portfolio.
- Client acquisition and long-term retention. Business negotiations. Responsible for achieving quota and maintaining client satisfaction and loyalty to AGS services.
- Sales of IT services and Time Material Resources.
- Human Resources Market Research which lead to customer demand or specific request. Problem solving in customer service.
- Responsible for the IT segment, development of Sales Planning, creating a method of achieving and monitoring the results of Sales, management of contracting and developing the team.
- Implementation of services offered. Managing Turn-Key and Application Support Sales through Technical cooperation with IT Business Unit
- Increased customer portfolio revenue through new business development and expansion of the mix of services offered.
- Client order handling; The compilation of information concerning the clients, planning and monitoring of the sales process(CRM - Customer Relationship Manager system); [drawing up contracts](#)
- Budget development and goals achievement

**Job Title: Technical Sales Manager Support**

**Work Period: Since 04/2009 to 10/2015**

**Business or Sector: Energy, IT**

**Main Responsibilities & Achievements:**

- Work closely with sales development to ensure consistent and aligned road-maps
- Achievement of revenue results, growth in margin and units
- Sales Revenues Planning and Forecast. Establish Production Budgets and Resource Schedules
- Client support to their information request
- The compilation of information concerning the clients, planning and monitoring of the sales process(CRM - Customer Relationship Manager system)
- Client order handling
- Drawing up of business processes to the Sales Management
- Quality Management in Sales Area
- Control of forecasts and sales monthly turnover

**Job Title: IT Tester**

**Work Period: Since 05/2008 to 04/2009**

**Business or Sector: Information Technology**

**Main Responsibilities & Achievements:**

- Testing activities on "KPI Measurement Project for Telecom Customer" and "Float Application Project Used by Insurers, for Control of Terrorists"
- Test book and test report
- Test Run
- Drawing of user manuals and administrators
- Monitoring the application
- Application fix bug on ETL
- Knowledge and use of the SQL Server database and the ETL package on the SQL Server platform. Acquiring KPI concepts

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**Job Title: Second Level Help-desk Support at UBI Banca**

**Work Period: 10/2007 – 04/2008**

**Business or Sector: Information Technology**

**Main Responsibilities & Achievements:**

- Creating CSV file for data migration, which would reflect the standards in length and type of data defined in functional analysis;
- Bug fixing and Second-level customer support. Create PL-sql procedures and database query for data control in current account areas;

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**EDUCATION AND TRAINING**

**Bachelor's Degree:** Information Technology Science

**Faculty:** Università degli studi di Bari Aldo Moro - Piazza Umberto I - 70121 Bari (Italy)

**Thesis Subject:** Software engineering

**Title of thesis:** "Analysis of maintenance-oriented software components", Rapporteur: Giuseppe Visaggio, Correlator: Dr. Pasquale Ardimento

**Diploma :** Commercial Accountant and Programmer

**School:** Istituto B. Pascal, Via Napoli km 0,700, Foggia (Italy)

**Courses**

- Sales Planning
- Excel 2007 VBA Programming for Dummies
- Power Point
- Java development

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**PERSONAL SKILLS**

**Languages**

Italian: Mother tongue

English: Level A2/B1

**Digital competence**

- High level skills in the use of windows and main software: Word, Excel, PowerPoint, Access, Acrobat.
- Experience with programs like: Microsoft CRM, SAP Business One
- Competent with most of Windows operating systems
- Knowledge of programming languages: SQL, JAVA

**Organizational/managerial skills**

- Reliance on relational relationships
- Ability to work in Team
- Problem solving

**Other skills**

- Tourist Planner:  
I like to work in planning travel for friends or other relation. I organize travel all over the world. I book flight, organize tour and fix plan for them. Usually they are very satisfied of my planning.

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**ADDITIONAL INFORMATION**

**Interests**

Reading, photography, travel.

**Driving licence**

Category B