






RICCARDO BRESOLIN


PERSONAL PROFILE

Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to take on new challenges that I will encounter throughout my professional career.

CONTACT

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EDUCATION

EPICODE - Full-stack web developer course

Istituto Elena Cornaro

LANGUAGES

Italian: Native speaker

Spanish: C1

Portuguese: B1

English: B2

SKILLS

Certification in Specialization Focused on Learning in the MERN Stack

During the programming course, I successfully completed a specialization focused on learning in the MERN stack, acquiring in-depth skills in a wide range of fundamental technologies. The acquired knowledge includes:

- HTML
- CSS
- JavaScript
- React
- MongoDB
- Node.js
- Express

This training path provided me with a solid foundation in the MERN ecosystem, enabling me to develop both practical and theoretical expertise for building modern web applications.

WORK EXPERIENCE

10/2021 - Present: Clearance Operation Broker, Fedex, Porto (Portugal)

- Intermediation with Customs Authorities
- Customs brokerage process for customs clearance
- Use of AS400
- Use of GeniusClient
- Strategic communications

06/2020 - 10/2021: Senior agent, Sitel, Porto (Portugal)

- Handling formal complaints and redacting official correspondence with the Ombudsman
- In charge of providing money settlements within all customer's claims
- Help and guidance to customers in resolving their queries
- Customer service for insurance product

01/2018 - 01/2020 Waiter, Massimo Restaurant, Barcelona (Spain)

- Organization of the work
- Menu organization
- Customer service

02/2017 - 09/2017 Waiter, Restaurant Capri, Lido di Jesolo (Italy)

- Organization of work
- Menu organization
- Organization of mise en place
- Customer Service

05/2016 - 09/2016 Barkeeper, Capri Restaurant, Lido di Jesolo (Italy)

- Organization of the work
- Organization of the bar
- Customer Service

05/2015 - 09/2015 Waiter, Hotel Smeraldo, Lido di Jesolo (Italy)

- Organization of work
- Menu organization
- Organization of the mise en place
- Customer service

06/2014 - 09/2014 Waiter, Restaurant Villa al Mare, Cavallino (Italy)

- Organization of work
- Organization of the menu
- Organization of the mise en place
- Customer service