Amantle Craviolatti

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Personal Summary

Customer-focused and adaptable professional with a proven track record in technical support, problem-solving, and communication. Possessing strong interpersonal skills and a commitment to providing exceptional service. Experienced in troubleshooting, resolving inquiries, and building positive relationships with diverse audiences. Eager to leverage technical proficiency and customer service expertise to deliver outstanding customer experiences.

Key Skills

- ***Customer Support & Communication:*** Troubleshooting and resolving customer inquiries via phone, email, and in-person; Providing clear, concise, and empathetic communication; Creating and maintaining clear documentation and training materials; Phone skills.

- ***Technical Proficiency***: Microsoft Office Suite (Excel, Word, O365); Experience with service desk systems and ticketing tools; AD Management, PowerShell, Power BI, MySQL, HTML5, CSS, Linux Bash.

- ***Problem-Solving & Adaptability***: Analyzing and resolving complex customer issues; Working effectively in fast-paced environments; Managing multiple tasks and priorities; ITIL foundation certified; Ability to quickly learn and adapt to new software and systems.

- ***Teamwork & Collaboration***: Collaborating effectively with team members; Providing support and training to colleagues; Service Management.

Professional Experience

Burness Paull
Web Developer, May 2022 - April 2024, Edinburgh

- Maintained the website and provided primary technical support for a community of 600+ lawyers and non-legal staff, responding to technical inquiries and incidents passed on by the helpdesk via Teams, email and in-person.
- Carried out troubleshooting and debugging of issues raised by internal users, escalating to external vendors in some instances.
- Learned the Custom Content Management System (CMS) within the role and began carrying out maintenance activities, onboarding of new starts and training of team members on the CMS.
- Produced technical documentation and howtos to support content editors and designers interacting with the website.
- Provided direct technical expertise to the marketing and design functions within the firm, demonstrating strong communication skills and ability to explain technical concepts to both non technical and technical audiences, and proposing solutions according to technical feasibility.
- Supported projects involving vendors and internal stakeholders, acting as the bridge between the wishes of internal stakeholders and external product development teams, clarifying and writing requirements and validating acceptance criteria.

Tata Consultancy Services
Frontend Developer, Feb 2020 - May 2022, Edinburgh

- Worked as part of a team of digital developers to style, update and maintain a suite of high-quality customer-facing websites for a large company within the insurance domain.
- Acted as lead on technical projects, instilling best practices for the team where previously there had been none.

- Worked with other departments to deliver customer satisfaction and win new business through the development of customised digital experiences
- Onboarded, supervised and supported new team members.

Sheraton Grand Hotel and Spa, Banqueting Server
2017 - 2019, Part-time

- Worked within a Luxury hotel environment to provide 5-star service for guests of the hotel and conference attendees.
- Led teams of staff in setup and service of events of up to 100 guests.

University of Edinburgh
IT Service Support Analyst, 2015 - 2016, Edinburgh

- Handled phone inquiries to the service management department, providing direct customer service for the Managed Mobile Service, clearly and empathetically walking customers through the process of switching mobile providers.
- Supported incidents using the Unidesk Service Desk System for 8 of the main university services as part of a small team, according to SLAs. Support involved triaging, resolving and escalating queries and incidents as needed.
- Supported, set up and configured websites on the University Web Hosting Service, under the supervision of the Service Manager.
- Took responsibility for change management activities such as minor upgrades to WIKI services and email service migration from legacy Exchange mail to O365.
- Regularly provisioned accounts in AD using Microsoft SQL Scripts.
- Wrote PowerShell Scripts to troubleshoot licensing issues for large batches of O365 users
- Created O365 training material and documentation to be used by up to 50,000+ users.
- Led UAT team of placement students and coordinated with teams in other divisions during university Identity Management System upgrades.

The Joint Nanyang Technological University-University of British Columbia (NTU-UBC) Research Centre of Excellence in Active Living for the Elderly (LILY),
Research Assistant, 2013 - 2014, Singapore

- Carried out UAT on PlayStation Kinect and iPad games, wrote and presented user documentation and conducted research into Unity 3D game development in C# for Kinect game.
- Produced independent research and reports to support the development of centre projects focusing on online, mobile and game applications development of Serious Games for the elderly.

Education

Edinburgh Napier University, 2019, Edinburgh
- 2:1 BEng (Hons) Computing (Sandwich course)

Languages

English (Native Proficiency), Italian (Basic level), French (Basic level)