

# Alberto Chiorboli

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Nationality: Italian



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## JUNIOR WEB DEVELOPER

Junior Web Developer able to build a Web Application from the ground up with Ruby on Rails -- from concept, layout and programming.

GitHub: <https://github.com/albertoboz>  
Portfolio website: <http://achiorboli.bitballoon.com/>

## Education

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University of Milano – Bicocca

- Bachelor degree in Economics and Business: Marketing Management

*Graduation thesis:* Internationalisation and delocalisation of Italian industrial clusters: case study of SportSystem of Montebelluna.

High school leaving qualification - Pino Hensemberger (Italy, Milan)

- Technical college for computer science

## Courses and certifications

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- Since November 2016, **Full-Stack Web Development** with [Careerfoundry](#).

- From May 2016 to September 2016 online course with [Udacity](#): **Web Development and data analysis with Python**.

- English: IELTS Overall band Score 7.0

## Computer Skills

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- HTML, CSS, Javascript, jQuery, Ruby, Ruby on Rails, Python and SQL.
- Proficient with Mac and Windows OS.
- Proficient and knowledgeable with Microsoft Office (Word, Excel, Power Point).
- ERP: Salesforce (Kabam), Sonar and iLog (Apple), Cougar (Facile.it).

## Experience

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- November 2016 – May 2017 – Full-Stack Web Development intensive course  
Built a portfolio website using the best front-end techniques and an e-commerce web application with Ruby on rails.

HTML & CSS, Bootstrap Front End Framework, Javascript, jQuery, AJAX, Git Version Control, Heroku, Ruby Programming Language, Ruby on Rails MVC Framework, User Authentication & Authorization, Stripe Payment Processing, Caching, ActionCable.

- *September 2015 – January 2016* – **Kabam Games GmbH (Germany, Berlin)**  
**Player Experience Agent – Tier 2**

- Support for Tier 1 Agents.
- Making strategic decisions based on the daily work volume
- Sharing feedback in weekly meetings with the management in order to improve the service level.
- Management of special projects
- Evaluating KPIs together with the management
- Respond to inquiries of VIPs and high-spenders, quickly assessing the customers' needs and problems in order to deliver an ideal solution.
- Identify problems, provide troubleshooting and technical advice.

- *November 2013 – July 2015* – **Teleperformance Hellas (Greece, Athens)**  
**iTunes Store Advisor for Apple Inc.**

- Handling all communications with customers of iTunes, App and Mac App Store regarding technical, billing and content issues.
- Identify problems, provide troubleshooting and technical advice.
- Evaluating KPIs together with the management
- Onboarding new Agents.

- *February 2012 – February 2013* – **Facile.it S.p.A. (Italy, Milan)**  
**Customer Service, Sales and Back Office**

- Providing Inbound customer service and calling Outbound customers to sell insurance policies and collect insurance premiums.
- Checking and evaluating car insurance practices in order to confirm the quotation and authorize the payment.

## Languages

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- **Italian:** Mother tongue

- **English:** IELTS Overall band Score 7.0

- **German:** B2 Level

## Personal Interests

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Technology, Cinema, Traveling, Comic books, Design, Football, Basketball, Tennis