

# Alberto Chiorboli

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I'm a Junior Web Developer looking for an opportunity to work in a dynamic environment where I can add value and expand my knowledge and skills.

Portfolio: <http://achiorboli.bitballoon.com/>

GitHub: <https://github.com/albertoboz>

## 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**. Portfolio:

- 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).

## **Work experience**

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**- September 2015 – December 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.
- Back office and chat support.

**- January 2011 – June 2011 – Internship at Podda Assicurazioni (Italy, Milan)**  
**Insurance consultant**

- Insurance broker - Managing client portfolio and commercial activities; providing personal consultancy to established clients.

## **Languages**

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**- Italian:** Mother tongue

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

**- German:** B1+ Level

## **Personal Interests**

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