



# Antonio Piattelli

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## PROFILE

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Experienced in marketing and communication within retail fashion and tourism. My key strengths are in sales, marketing, customer service, team building and project management. Project leader and/or team leader are my goal positions.

## WORK EXPERIENCE

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- 2021 - **Sales Associate, Michael Kors, Kungsbacka**  
Customer service and sales.
- 2019 - 2021 **Experienced Dealer/Croupier, Casino Cosmopol, Gothenburg**  
Gaming tables, roulette and blackjack specialist, customer experience specialist.
- 2018 - 2019 **Sales Specialist & Visual Merchandiser, G-Star Store Palladium, Gothenburg**  
Sales specialist, customer service, pay desk and visual merchandiser associate.
- 2016 - 2018 **Customer Care Manager & Marketing Specialist, Etesian SRL, Florence**  
I worked as a team leader and manager of the customer service group and part of the marketing team. I took care of daily reservations of bookings and managed the daily work. I was also responsible for creating content to social media and copywriting content for the webpage. The marketing position also included keeping track of the reservation statistics and forecasting monthly budget and activities according to that. I started my position as a team member and advanced to manager, I also became a part of the managing board.
- 2013 - 2015 **Store Manager, Replay Por Santa Maria Store, Florence**  
I was responsible for team building, scheduling, handling employee issues, ordering the restock and visual merchandising. I started working in the stock room (at the Flagship store) and advanced from being the stock room manager to becoming the store manager of the second Replay store in Florence.

## EDUCATION

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- 2015 - 2017 **Business Management and Marketing, SSATI Piero Baldesi, Florence**  
Marketing course with certification (find in attachment).  
*Note: XXX is meant as number "30" on the certification.*
- 2008 - 2013 **High School Diploma, IPSSEO A. Saffi, Florence**

## SKILLS

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- ★ Team building and leadership
- ★ Social media and creative direction
- ★ Project management
- ★ Real estate marketing
- ★ Customer care management
- ★ Customer service management
- ★ Statistics and digital marketing
- ★ Tourism marketing and management

## OTHER INFORMATION

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- Good knowledge in CRM systems
- B driver license
- Operating system knowledge: MacOS, Windows, Linux. Good knowledge of the Office suite.

### Languages

Swedish - Base  
English - Fluent  
Italian - Mother Language

### Interests

I am really passionate when it comes to photography and writing songs. You can see some of my work on Instagram at [@antonio.dng](#) and [@frd.music](#).

### References

Reference from Etesian Srl in attachment (website reference).  
Other references available upon request.

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