



Antonio Piattelli

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PROFILE

I like tech, photography and music.

I have experience in marketing and communication within retail fashion and tourism, as well as web development within e-commerce.

I have a good knowledge with most of the main used web development languages but I am eager to learn more and update myself. Would also love to learn more about mobile apps development.

My other strengths are in marketing, customer service, team building and project management.

Web developer is my goal position.

WORK EXPERIENCE

- 2021 - **Customer Service, Axel Arigato AB, Gothenburg**
Customer service, customer relations.
- 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

- 2021 - **Web Development within E-commerce, Medieinstitutet, Gothenburg**
Ongoing
- 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

- ★ Team building and leadership
- ★ Web Development (HTML/CSS/JAVASCRIPT/PHP/WORDPRESS/REACT)
- ★ Web development within e-commerce
- ★ Web design
- ★ 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

- Good knowledge in CRM systems, Woocommerce and Wordpress
- B driver license
- Visual Studio Code is my development editor
- 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. You can see some of my work on Instagram at [@antonio.dng](#). I love cars and racing series, huge fan of Formula 1 (Forza Ferrari!)

References

References available upon request.