



VINCENZO CARUSO

Customer Support Specialist | Tech-Oriented | Multilingual (IT / EN / ES)

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CORE SKILLS

- Customer Support & User Assistance
- Issue Resolution & Troubleshooting
- Clear Communication (Multilingual)
- Working with Procedures, SLAs & KPIs
- High-pressure / Real-time environments
- Cross-team collaboration

EDUCATION

IT Technician –
Informatics &
Telecommunications |
I.T.I. E. Fermi

Sep 2017 – Jun 2023

LANGUAGES

Italian: Native

English: Professional working proficiency

Spanish: Professional / Conversational

TECH & TOOLS

SaaS platforms

Ticket-based support

Technical documentation

HTML

Git

MySQL (basic)

Fast learner of CRM tools

PROFILE

Customer Support professional with an IT technical background, based in Madrid with full working rights (NIE holder). Experienced in high-pressure, real-time international environments, supporting users and platforms while meeting service quality and KPI targets. Strong aptitude for SaaS tools, technical workflows, and multilingual customer communication.

EXPERIENCE

Customer-Facing Digital Operator (Game Presenter) | Evolution S.L

Jul 2024 – Jan 2026

Madrid, Spain

- Managed real-time interaction with international users on live digital platforms.
- Handled user requests and incidents following strict operational procedures.
- Delivered consistent service quality in KPI-driven, high-pressure environments.
- Maintained accuracy, focus, and professionalism during continuous live operations.
- Adapted quickly to platform updates, tools, and workflow changes.

Technical Documentation & CAD Support | ITING – Italiana Ingegneria

Oct 2023 – Jul 2024

Siracusa, Italy

- Produced technical drawings and structured documentation using AutoCAD 2D.
- Ensured compliance with UNI EN ISO standards and technical requirements.
- Maintained organized technical documentation and reports.
- Supported engineering teams in resolving documentation and compliance issues.

Customer Service – Hospitality (Fine Dining) | Il Ghiottone Restaurant

Jun 2023 – Oct 2023

Siracusa, Italy

- Delivered high-quality customer service in fast-paced, high-demand environments.
- Managed customer requests with empathy, clarity, and attention to detail.
- Ensured complete and positive service experience from arrival to closure.

Technical Upskilling – Web Technologies | Independent Learning

2024 - Present

- Self-directed learning focused on web development fundamentals.
- Practical exercises with HTML, CSS, React, JavaScript and basic tooling.
- Continuous technical upskilling alongside professional experience.