

Ki-Heug Kim

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Date/Place of birth: 7 January 1987, Vizzolo Predabissi (MI), Italy

Address: Res. Campo 313, Basiglio (MI) 20080, Italy; Nationality: Italian

Work Experience

Appen

07/2021 – 12/2021

Independent Contractor

Milan, Italy

- Transcription and editing of English and Italian audio files
- Interaction and feedback with support team
- Ampersand, TCS, Lark platform-software

Webtech Interactive Media

09/2020 – 02/2021

Customer Service Agent

Milan, Italy

- Customer support-service and troubleshooting
- Data insertion, processing and analysis
- Updating and tracking of customer base

Arrow Electronics

11/2013 – 05/2014

Internship – IT Project Management

Milan, Italy

- Resolution of problems and management of service desk tickets
- Creation and maintenance of systems' access
- Extraction, filtering and analysis of data
- Oracle EBS, Excel VBA, PL/SQL Queries

NH Investment & Securities

08/2013 – 09/2013

Internship – Investment Banking Division, Corporate Finance Team

Seoul, Korea

- Research and reporting for renewable energy projects
- Assistance and preparation of presentations

Education

"Guglielmo Marconi" University

12/2016 – 04/2020

Bachelor's Degree in Psychological Science and Techniques

Milan, Italy

"Luigi Bocconi" University

09/2005 – 03/2013

Bachelor's Degree in International Economics and Management

Milan, Italy

Hong Kong University of Science and Technology

08/2007 – 12/2007

Free Mover Semester

Kowloon, Hong Kong

American School of Milan

09/2002 – 06/2005

International Baccalaureate Diploma

Milan, Italy

Skills and Interests

Languages

English (native), Italian (native), Korean (intermediate)

IT Skills

MS Office/Outlook, Windows, WordPress, Basic C++, PL/SQL

Personal Skills

Responsible, efficient, dynamic, punctual, precise, team work

Interests

Traveling, Yoga, Biking, Reading, Arts, Music, High-Tech

I agree to the treatment of personal data presented in this document as stated by law 196/2003.