

MARCO BUSATO

CURRICULUM VITAE



Date of birth: 12/02/1990

Nationality: Italian

Hometown: Barcelona (Catalunya)

CONTACT DETAILS

+34 604-389-301

Mestreselektor@gmail.com

www.theflacosite.com

PERSONAL RESUME

Talented, experienced and eager to learn.
Expert in different sectors: skateboarding, E.N.D. technician, customer support, Java Back End Developer.
I have learned on my own: HTML5, CSS, basic knowledge of: SQL, C, JavaScript, Computer Science (CS50).
I want to keep learning more tech skills in the future and keep improving as a person and, of course, as a skateboarder.

EXPERIENCES

INVESTIGATION SPECIALIST (L3)

@ AMAZON (BARCELONA)
FEBRUARY 2024 - ONGOING

- ✓ Specialized in providing seller support, particularly with regard to the status of seller accounts.
- ✓ Work through inbound + outbound calls and email. Support in Italian and English across EMEA and all markets.
- ✓ I'm used to work with a high volume of contacts, I cooperate at higher levels, i'm able to meet all target metrics per week, month and per year. KYC, VAT obligations, account life support.

TECHNICAL SUPPORT ADVISOR (L1)

GOOGLE @ WEBHELP (BARCELONA)
FEBRUARY 2022 - JUNE 2023

- ✓ I worked through inbound calls, email, live chats for products such as Play, Store, Pixel, Nest, Workspace and Domains.
- ✓ Used to work with a large volume of contacts, to cooperate with other departments and agents from other marketplaces within EMEA region.

EDUCATION

1994 - 2004 • **Compulsory Secondary School**

2025 - 2025 • **IronHack Coding Bootcamp**
12-week - 210hrs intensive bootcamp for Java Back-end developers: Java (21), Spring Boot, MySQL, SQL, REST API, testing, GIT flow, AI fundamentals and API management.

SKILLS

Problem Solving

10/10

Team Work

10/10

Basic technical skills

9/10

Willingness to learn new skills

10/10

Soft Skills and Customer Support

10/10

HTML+CSS+JS+JAVA+SQL

8/10

LANGUAGES

Italian (Native)

10/10

Spanish

9/10

English (B2)

9/10