



# Edoardo Brega

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Barcelona, Spain

## Most recent work experience

### Content Moderator

TELUS Digital • Barcelona, Spain

06/2022 - Present

Analyze and respond to reports of inappropriate content, ensuring a safe environment for users. Collaborate closely with product development and customer support teams to provide feedback and enhance moderation policies.

### Customer Support

Teleperformance • Barcelona, Spain

02/2022 - 06/2022

Provided exceptional assistance to customers in building and managing their websites using GoDaddy's tools. Guided customers through the website creation process, resolved technical issues related to functionality and hosting, and offered relevant resources and best practices. Fostered strong relationships by understanding customer needs and delivering personalized support, while collecting feedback to enhance services and improve user experience.

### Travel Medical Assistant

AXA • Barcelona, Spain

04/2021 - 02/2022

Provided essential support to travelers in need of medical care during their journeys, including emergency response, medical guidance on health precautions, and patient advocacy. Coordinated with local healthcare providers to ensure timely care, managed crises effectively, and maintained accurate documentation of medical incidents. This role required strong communication skills, quick decision-making, and a thorough understanding of medical protocols to ensure travelers' safety and well-being.

### Coordinator Customer Service

Glovo • Barcelona, Spain

09/2017 - 08/2020

As a Customer Support Coordinator, I oversee and manage the customer service team, ensuring high-quality support. Responsibilities include supervising team performance, coordinating assistance requests for timely resolution, and developing policies to enhance customer experience. I analyze customer service KPIs and feedback to identify improvement areas, proposing strategic solutions.

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## Skills

Attention to Detail, Adaptability, Collaboration, Time Management, Creativity, Ability to Work Under Pressure

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## Education

### Specialization in Data Analytics

ItAcademy • Barcelona, Spain

### Computer Science

University of Florence • Firenze, Italy

### Degree in Computer Science

ITIS • Lucca, Italy

06/2007