



# ELENA LI VIGNI

E-COMMERCE CUSTOMER SERVICE  
QUALITY SPECIALIST

## PROFILE

I am a goal-oriented person who plan and organize her work for the best. Thanks to my experience in Luxury & Hospitality industry I developed a very high level of reliability and punctuality in performing the given tasks.

## SKILLS

- Computer skills (HTML/CSS) ★★★★★
- Problem solving ★★★★★
- Team work ★★★★★
- Communication skills ★★★★★
- SAP / Ingenico / Jira ★★★★★
- Salesforce ★★★★★
- Ability to multi-task, prioritize, and manage time effectively ★★★★★

## LANGUAGES

- Italian ★★★★★
- English ★★★★★
- French ★★★★★
- Spanish ★★★★★

## CONTACTS

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📍 Milano, IT

📅 03 Novembre 1996

## INTERESTS



Coding



Travelling



Sports  
(Certified Pole Dance  
Instructor)

## EXPERIENCES

### Solution Coach - Quality Specialist & Trainer

*Majorel for L'Oréal Group Project, Milan, Italy October 2021 - July 2023  
60% Work from remote*

- Monitoring and evaluating agent performance
- Analyse KPI and create actions plan to improve them
- Train New Hires
- Provide support in the handling of complicated cases
- Create reports for the Quality Manager
- Reporting any technical issue or procedural issue and proactively offering a solution
- Provide assistance for a new project, monitor KPI, and implement action plans to improve it + creation of a Book of Procedures.

### Customer Service Representative

*Majorel, Milan, Italy March 2021 - September 2022*

- Solving customer complaints and closing support tickets;
- Maintaining a database of customer information using Salesforce;
- Escalating inquiries to the appropriate team, when necessary;
- Assisting customers with online orders;
- Communicating with customers through various channels;
- Training & shadowing new agents;
- Attending meetings with the company client managers to provide feedback.

### Food & Beverage Supervisor

*The Grand Hotel Marriott Fairhope, AL, USA | Sept 2018 - Oct 2019*

- Lead a team of 13 individuals and supervised day-to-day work;
- Conflict resolution and examination of work carried out according to brand standards;
- Drafting of reports and meetings with management;
- Daily cashing up, checking inventory, and making orders.

### VIP Receptionist & Concierge (internship)

*Ritz Carlton Hotel Arts, Barcelona, Spain. | June 2017 - Oct 2017*

- Greeting guests;
- Plan guests' stay from their arrival to their billing
- Running phone calls, emails and conflicts;
- Modifying reservations on Opera and running reports.

## EDUCATION

### Start2impact University

*Master in Full Stack Development | September 2022 - present*

### Digital Coach, Milan

*Master in Digital Marketing | Graduated in May 2020*

### Vatel Business School of Hospitality & Tourism Management, Martigny, Switzerland

*Bachelor in Hospitality Management | Graduated in Sept 2018*