Lorenzo Viganego

Nationality: Italian | (+39 3517431574) | lorenzoviganego.work@libero.it

lorenzo.viganego/linkedin   https://lorenzo-viganego.com/

Presentation:
I have worked in different sectors, including, in my last experience, the energy sector as a coordinator and operator. This two-year experience has allowed me to take on multiple avenues within the industry, including: banking alignments, compliance checks and volume integration, payment checks on unpaid invoices and integration, selling, up-selling, cross-selling, and generic customs care by mail, PEC, and telephone contact. Have a look at my web-site entirely developed by me, to access my portfolio.

EDUCATION AND TRAINING

ENGLISH COURSE – private teacher ✓

2024 – Rome, Italy

JAVASCRIPT, HTML, CSS COURSES – online courses ✓

2024 – Rome, Italy

Bachelor in Jazz Guitar popular address - Saint Louis University Music College Rome

2021 – Rome, Italy

HIGH SCHOOL SCIENCE DIPLOMA – Poliziano science high school

2012 – Rome, Italy

WORK EXPERIENCE – (experiences prior to 2021 are not included)

COORDINATOR – Hexa Credit Care

- Training and coordination of teams in different departments including bank alignments and unpaid bills.
- Weekly report to Account Managers.
- Internal coordination between departments, meeting organization and support for the Team Leader.

27/03/2023 – 31/12/2023 – Rome, Italy

OPERATOR – Hexa Credit Care

- Bank Alignments, bank Accounts Recovery, SDD entry error resolutions (ex: BE01)
- SDI/UNIVOCO/IPA code retrieval for PA and private billing
- Customer care activities related to times, connection mandates, billing, refunds and other by email, PEC and telephone contact.
- Selling, Up Selling, Cross Selling

14/03/2022 – 31/12/2023 – Rome, Italy

LANGUAGE SKILLS

native language: **ITALIAN**

other languages : **ENGLISH (C1)**

IT SKILLs (professional level)

Microsoft Word | Microsoft Excel | Power Point | Microsoft 365 | Javascript | HTML | Node.js | CSS | CRM based on Odoo | SAP bank alignments

DRIVER LICENCES

European driver license : B (automunito)