# Stefano Metafuni - Curriculum Vitae

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**Nationality** Dutch/Italian

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## Education & Certificates

2015        Minor in Education - Second-degree teaching certificate in Physics - University of Amsterdam (The Netherlands).

2008 – 2014     BSc in Astronomy – Leiden University (The Netherlands)
Dissertation project: installing, designing and implementing software in Python language for an All-Sky Camera, that is used to predict weather conditions and determine best circumstances for astronomical observations. Developed to be used by the Leiden Observatory.

2019        Freecodecamp Responsive Web Design & Javascript Algorithms Certification
Google Digital Marketing Certificate
Google Analytics Beginner Certificate
Advanced Google Analytics Certificate
Udemy The Complete Digital Marketing Online Course Certificate

## Technical Skills

Web development languages & tools:
- HTML5, CSS3, Sass/SCSS, Bootstrap, React, and basic knowledge of jQuery and SQL.
- Git/GitHub

Programming languages:
- JavaScript (ES6+), exposure to C++ and Python during studies.

Business Intelligence Tools:
- Knowledge and working experience of SAP, Oracle and CRM platforms Salesforce and Agile.

## Employment History

April 2020 – Current
**Customer Enquiry Assistant** | *University of Dundee – Dundee, UK*
Responsible for handling student and prospective student enquiries as part of the External Relations - Enquiry team. Advising applicants in admissions procedures and University academic requirements. Liaising with the Web Services Team for optimizing web content.

June 2019 – April 2020
**Ecommerce/Web Assistant and Customer Service** | *Trade Counter Online – Dundee, UK*
Responsible for the web content, web-shop helpdesk, managing orders, online product-pages and selling on website and different selling platforms (Ebay, Amazon and Google Merchant Centre). Revisiting, analyzing and optimizing product pricing and product pages on base of online marketing and Search Engine Optimization (SEO) principles.

Feb 2019 – May 2019
**Technical Support** | *Dexcom – Edinburgh, UK*

Technical support and advise for diabetes patients using the Dexcom products, in English language by e-mail and telephone. Resolving software related problems and identifying suitable products and solutions.

Oct 2017 – Feb 2019
**Technical Support/Senior Customer Service Agent** | *Harman Audio - Edinburgh, UK*
Customer and Technical support for Harman Audio products in Dutch and English language.
Online support as a subject matter expert and trainer for junior customer service agents. Contributing to development of training material, improvement of call center processes and translations.

Apr 2016 – Aug 2017
**Rental Sales Agent** | *Avis Budget Group - Edinburgh Airport, UK and Schiphol Amsterdam Airport, The Netherlands*
Exceeding required sales and upselling targets for the car rental company. Strong customer service skills in a fast-paced and international environment, striving to go the extra mile for the customers. Creating rental contracts for pre-booked reservations and walk-up business and leisure customers. Strict planning and organizing in limited timeframes, including planning of rental pick up appointments for Avis Preferred members, managing car park and fleet inventory. Leading the team and providing instructions and daily plans.

Sep 2015 – Mar 2016
**Education Officer/Advisor** | *Qompas - Leiden, The Netherlands*
Customer service, supporting and advising tutors, mentors and deans of secondary schools.
First point of contact for secondary schools for advice on the usage of, back-up support and administrative service for the online learning platform. Didactical and learning advising using my educational background for secondary schools. Contributing to creating and writing online educative content for a large audience.

Feb 2015 – Aug 2015
**Physics/Science Teacher - Internship** | *Katholieke Scholengemeenschap (KSH) - Hoofddorp, The Netherlands*
Physics and Science teacher for several groups and levels on the secondary school KSH. Planning and starting new creative interactive lessons and developing own study material and exams. Effective class management with authority. Actively giving and receiving feedback to improve working style and teaching methods.

Apr 2009 – Jul 2013
**Physics/Science and Mathematics** Tutor | *Visser 't Hooft Lyceum and Bonaventura College - Leiden, The Netherlands*
Private and groups tutor for Physics, Science and Mathematics subjects on secondary schools for all levels and years. Assisting in final exam training in Physics and Mathematics. Working with children with attentional disorders and autism, being a tutor and backup for students with extra needs.

### Interests

Web & Mobile Development, Technology and Innovation, Education, Music, Travelling, Sports
Active Instagram content and recipes creator: **@chefmetafuni**