

Eugenia Zannarini

Product Specialist @ Qualtrics

I have experience working in different linguistic and cultural contexts, and I enjoy learning new platforms and technologies. I am a problem solver, an effective communicator, and a team player, and I strive to deliver high-quality results in every project I undertake.

Experience

November 2024 – present

Product Specialist Qualtrics

Helping English, German, French, Spanish and Italian-speaking customers via email, chat and phone. Technical aspects include assisting clients with API issues, using Postman to troubleshoot API issues, integrating 3rd-party platforms to our platform. Maintaining a CSAT and ensuring that client requests are handled within SLA.

July 2024 – November 2024

Faculty Administrator Pulse College

Role for the Animation and Video Games faculty. Ensuring that timetables are organized, managing student communications and ensuring that assignments are properly administered.

May 2023 – July 2024

Senior Reference Data Analyst (Spanish) ICE

Updating and sourcing data related to secondary market securities by conducting research through available resources, as well as directly contacting clients. Keeping track of updates through Excel, collaborating as a team to reach goals and fulfil tasks, creating training documentation to share with the team.

February 2023 - May 2023

Claims Handler (French) Allianz Partners

Duties included processing medical claims (invoice review, claim review, statements review), maintaining required targets, attending trainings and meetings, working within a team to reach common SLA goal.

March 2022 - February 2023

Platform Experience New Associate Accenture

Content Moderator (German) for external client. Maintained a daily high productivity rate with high review quality, made decisions quickly and efficiently and justified them.

August 2021 – March 2022

Sound Design and Research Team UCL MAL

2021 Volunteering Programme at the University College London Multimedia Anthropology Laboratory. Gained hands-on experience in [audio](#) and [audiovisual](#) content production. I've also contributed with interdisciplinary research (see [link](#)).

Education Highlights

2025 - 2026

Higher Diploma in Science | Software Development

Atlantic Technologic University

2021 - 2022

MA | Sound Design for Video Games

University of Chichester | ThinkSpace Education

Skills

- Teamwork
- Problem solving
- Tech savvy
- HTML, CSS, Javascript, React, Github (see my portfolio – link below)
- Microsoft Office Suite
- Google Suite

Contact

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[https://eugenia-zannarini-](https://eugenia-zannarini-portfolio.netlify.app/)

[portfolio.netlify.app/](https://eugenia-zannarini-portfolio.netlify.app/)

[linkedin.com/in/eugenia-zannarini](https://www.linkedin.com/in/eugenia-zannarini)

Languages

- English (C2)
- Spanish (C2)
- Italian (C2)
- French (C2)
- Russian (C2)
- Ukrainian (C1)
- German (B2 - C1)