Eugenia Zanarini
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 and troubleshooting API issues, integrating 3rd-party platforms to our platform, editing custom themes with CSS and HTML. 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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Languages

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