



**Europass
Curriculum Vitae**

Personal information



First name / Surname Arena Vincenzo
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Nationality Italian
Date of birth 26/05/1982
Gender Male

Desired employment / Occupational field Graphic Designer, Multimedia and Web Designer, Cartoonist, Commercial Artist, Illustrator

Work Experience

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| Dates | 01/11/2018 – 20/02/2019 |
| Occupation or position held | Customer Support Specialist |
| Main activities and responsibilities | Customer satisfaction and assistance by e-mail and chat for N26 Bank's Italian market. |
| Name and address of employer | N26 GmbH, KlosterstraÙe 62, 10179 Berlin, Germany |
| Type of business or sector | Customer Care Service |
| Dates | 05/10/2015 – 04/10/2017 |
| Occupation or position held | Customer Care Specialist |
| Main activities and responsibilities | Customer satisfaction and assistance by telephone, e-mail, chat and social media profiles for Zalando's Italian market and helping also with the Italian Switzerland. Apology Card Illustrator. Financial assistance with the use of SAP. |
| Name and address of employer | Zalando Customer Care International SE & Co. KG, Leipziger StraÙe 127-128, 10117 Berlin, Germany |
| Type of business or sector | Customer Care Service |
| Dates | 09/11/2009 – 30/06/2010 |

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| Occupation or position held | Outsourcing Customer Service representative |
| Main activities and responsibilities | Customer Care, Customer satisfaction and assistance, helpline operator for 'Poste Italiane S.p.A' post service |
| Name and address of employer | Assist S.p.A. , Rome, Italy |
| Type of business or sector | Customer Care |
| Dates | 03/11/2008 – 14/11/2008 |
| Occupation or position held | Outsourcing Teleselling and Telemarketing operator, salesagent |
| Main activities and responsibilities | Phone and ADSL line rental seller for 'Fastweb' small business branch |
| Name and address of employer | "Essec Call" S.p.A. , Rome, Italy |
| Type of business or sector | Sales area |
| Dates | 01/10/2008 – 18/10/2008 |
| Occupation or position held | Salesman |
| Main activities and responsibilities | Mobiles and telecom sector items selling, line rentals selling, customer care |
| Name and address of employer | "Centro Vodafone Telefonia", Rome, Italy |
| Type of business or sector | Sales area |
| Dates | 01/12/2007 – 30/09/2008 |
| Occupation or position held | Customer Service Representative in Communications |
| Main activities and responsibilities | Customer Care, Customer satisfaction and assistance, helpline operator for "Vodafone" |
| Name and address of employer | Vodafone Roma, Rome, Italy |
| Type of business or sector | Customer Care |
| Dates | 17/09/2007 – 17/11/2007 |
| Occupation or position held | Graphic Designer, Illustrator |
| Main activities and responsibilities | Designing and drawing for pediatric ward interior decoration in "Ospedali Riuniti" Hospital, Reggio Calabria, Italy |
| Name and address of employer | "Proskenion" non-profit cultural association, Reggio Calabria, Italy |
| Type of business or sector | NGO, Non-profit social services |
| Dates | 01/01/2005 – 28/02/2005 |
| Occupation or position held | Teleselling and Telemarketing operator, salesagent |
| Main activities and responsibilities | Phone and ADSL line rental seller for "Wind Infostrada" |
| Name and address of employer | "Wind Infostrada Roma", Rome, Italy |
| Type of business or sector | Sales area |
| Dates | 01/09/2003 – 27/ 07/2004 |
| Occupation or position held | Catering Service |
| Main activities and responsibilities | Meal service, food warehousing management, Food Hygiene and Safety activities management for non-profit voluntary association |
| Name and address of employer | Centro "Emmanuel", "Presenza" voluntary association, Palmi, Reggio Calabria, Italy |
| Type of business or sector | NGO, Non-profit social services |
| Education and training | |
| Dates | 09/1996 – 06/2001 |
| Title of qualification awarded | High School Graduation Diploma |
| Principal subjects/occupational skills covered | Scientific High School education with information technology and foreign language specialization |

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| Name and type of organization providing education and training | Istituto d'Istruzione superiore "Nicola Pizi", Palmi, Reggio Calabria, Italy | | | | | |
| Level in national or international classification | High School Degree | | | | | |
| Dates | 10/09/2004 – 23/06/2006 | | | | | |
| Title of qualification awarded | Cartoonist/Illustrator/Storyboard Artist | | | | | |
| Principal subjects/occupational skills covered | Anatomical Line Drawing, Realistic Drawing, Inking, Chiaroscuro, airbrush, watercolour painting, ecoline painting, tempera painting, acrylic painting, Storyboard, Screenwriting | | | | | |
| Name and type of organization providing education and training | "SRF – Scuola Romana dei Fumetti" Arts Association, Roma, Italy | | | | | |
| Level in national or international classification | Biennial training course in Comic Book Writing and drawing technique | | | | | |
| Personal skills and competences | | | | | | |
| Mother tongue | Italian | | | | | |
| Other language | English | | | | | |
| Self-assessment | Understanding | | Speaking | | Writing | |
| European level (*) | Listening | | Reading | | Spoken interaction | |
| Language | C1 | | C1 | | C1 | |
| Language | C1 | | C1 | | C1 | |
| Other language | German | | | | | |
| Self-assessment | Understanding | | Speaking | | Writing | |
| European level (*) | Listening | | Reading | | Spoken interaction | |
| Language | B1 | | B1 | | B1 | |
| Language | B1 | | B1 | | B1 | |
| (*) Common European Framework of Reference for Languages | | | | | | |
| Social skills and competences | Cooperation in creation and development of a fanzine during the biennial training course in "Comic Book writing and drawing technique", advertising and editing management. Highly communicative, groupwork oriented, excellent interpersonal skills, sociable, polite, versatile, multi-skilled, reliable, experienced. | | | | | |
| Organizational skills and competences | Organization and direction of the painting and pottery workshop for "Centro Emmanuel" in "Presenza" voluntary association in Palmi, Reggio Calabria, Italy. Problem-solving attitude, teamwork oriented, commercial attitude and selling ability, customer-tuned, persuasive. | | | | | |
| Computer skills and competences | Operative Systems: Ms-Dos, Windows 95/98/2000/2003/NT/XP/VISTA/7, OS X Mavericks 10.9.5 Applications: Office and Windows related applications, Photoshop, Adobe Creative Suite CS6 , Nokia PC Suite, Theme Studio, ArtRage. | | | | | |
| Artistic skills and competences | Graphic and creative designer, illustrator, cartoonist. Several works published in fanzines, newspapers, exhibitions. Commercial artist experienced in advertising graphic material for banners, flyers, posters, calendars, books, magazines, catalogues, audio and video devices; creative designer fond in audio and video editing for television, cinema and web. Prose and poetry writer. | | | | | |
| Other skills and competences | Food warehousing management, Food Hygiene and Safety activities management. | | | | | |

Driving license

B Car not available