

WORK EXPERIENCES

Sep/22 – Present: **CONTENT WRITER and AI DATA TRAINER**
Freelance from remote for:
Tekpon, TrendOnline, e2f, Outlier, Invisible Technology

Mar/22 – Aug/22: **CUSTOMER SUPPORT AND BACK-OFFICE SPECIALIST**
Talent World Group, remote

Apr/19– June/19: **JOBSEEKER SUCCESS SPECIALIST**
Indeed, Dublin

Customer care and technical assistance for Indeed Job Seekers on how to use the platform to make them more successful.

Otd/19 – March/19: **SEO CONTENT WRITER**
Freelance from remote for Vime Digital, Barcelona

Jun/17 – Jun/18: **FACEBOOK PAGES ANALYST**
Cognizant for Facebook, Dublin

- Supporting Facebook Pages users in regards of their account, compliance documentation, verification, page changes, global pages structures, ads.
- Providing information and support to internal departments and Facebook client managers for international brands and organizations through the relevant tasks.
- Constantly focusing on process improvements.

Otd/15 – Jun /17: **Private teacher, writer and traveling**

Feb/15 – Sep/15: **VENDOR CONTACT MANAGEMENT ASSOCIATE**
Amazon, Bratislava

Nov/11 – Apr/14:

GLOBAL CUSTOMER EXPERIENCE ADVOCATE AND EDITOR

LinkedIn, Dublin

- Assisting LinkedIn's members for a full customer experience and providing education, product information and technical support by email and outbound calls.
- Online content editor for the Pulse news portal, Ads reviewer and group moderator. Trainer of newbies whenever needed.
- Involved in a pilot project for translations of standard texts from English into Italian and for keywords optimization to improve the help center use.

Feb/10 – Jun/11:

SALES AND CUSTOMER SUPPORT REPRESENTATIVE

Maxim integrated products, Dublin

Inside sales and customer support / account management for EMEA strategic customers in Italian and English.

Apr/19– Jun/19:

CUSTOMER SERVICE REPRESENTATIVE

PayPal, Dublin

Support for the Italian and English-speaking markets on payments, frauds, claims, chargebacks, compliance, tech support.

EDUCATION

- Nov/00 – Feb/06: **Bachelor's degree in Communication**, 100/110, University of Lecce, Italy.
- Sep/96 – Jul/00: **High school-classical studies diploma**, 88/100, Liceo Classico Nardò, Italy

LANGUAGES, PERSONAL SKILLS AND INTERESTS

- Italian mother tongue - English fluent – French and Spanish intermediate.
- Excellent command of Microsoft Office, WordPress and internal CRM systems.
- I am customer-oriented and flexible, a creative and assertive communicator.
- I enjoy writing, arts and music, sports. Published author.

