**CV**

**Emilio Palermo**



Birthday: 13/04/1983

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**Work experience**

01/06/2016 - **Customer Service Representative**

30/12/2016  *Okin BPS – Verizon (Ostrava)*

Responsabilities:

* Tickets Creation with the reported failures, checks and processes the requests;
* Working as an advocate for **Verizon** Customers and handling their requests;
* Updating and correcting the information in the database when needed;
* Providing information to customers on the progress of the requests on daily basis;
* Arranging intern escalations in case of delays.

01/10/2015 - **Marketing Coordinator**

31/03/2016 *The Nuance Group, Luqa (Malta)*

Responsabilities:

* Reporting on the monthly sales;
* Organizing the communications for the Special Promotions;
* Set up and attendance to the meetings with the Suppliers;
* Fixing ordinary problems and Customer Service.

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| 07/07/2011 - 03/06/2015 | **Sales Manager**  *CNPV Solar Power Sa, Rome (Italy)*  Responsibilities:   * Promotion of CNPV PV modules; * Active **PV** industry exhibitions attendance; * Italian market analysis; * Management of the Relationships with the Italian strategic partners; * Increasing customers portfolio; * Reporting and **Customer Service**. |
| 01/06/2010 - 31/08/2010 | **Internship** under Leonardo da Vinci Program  *Bajada Solar Systems, Marsa (Malta)*  Responsibilities: ordering of the warehouse goods; inventory cataloging; quality check of the goods bought. |

**Education and Training**

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| 30/11/2013 - 15/02/2014 | **Course of Web Marketing and Social Media**  *Up Level, Rome (Italy)* |
| 01/09/2006 - 22/09/2009 | **Master Degree in Management Engineering**  *Unical, Rende(Italy),* ***grade******110/110***  Specialization: Photovoltaic Field and Logistics |
| 02/01/2008 - 05/06/2008 | **Studies** under **Erasmus** student exchange Program  *Satakunta University, Pori (Finland)*  Quality Control of the Production Processes and Failure Mode Analysis. |
| 01/09/2002 - 30/06/2006 | **Bachelor Degree in Management Engineering**  *Unical, Rende (Italy)* |

**Additional skills**

**Good Knowledge:**  Jira, MS Office, Mailchimp, the most important social media.

**Basic Knowledge:** SAP, Java, Datalog, Photoshop, SQL, HTML, Python

PET (Preliminary English Test), **Content Creation Ability**  Basic Project Management Level Certificate.

Category B driving license.

**Languages**

**Italian** (native)

**English** (professional working proficiency)

**French** (limited working proficiency)

**Spanish** (limited working proficiency)

**Portuguese** (beginner)

**Personal characteristics**

I am collaborative, friendly and teamwork oriented.

I like the idea of having a better and greener world therefore support recycling and renewable, solar energy ideas.

I like sports a lot, especially football. I used to play in soccer team Real Lago and I was the **Content Creator** of a website related to forecasts about the main football events: <http://www.pronosticidipiazza.com/> .

The other personal leisure activities would include: yoga, martial arts, travelling, reading, dancing salsa, bachata and running.