

MARCO SORRENTINO

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PERSONAL PROFILE

I am a very motivated person with a relevant background in Logistics, Customer Service and Administration. Honest, reliable and hard worker, I enjoy working in groups as well as on my own, taking responsibilities, organize the work and do my job well.

With a great sense of humour I like sharing ideas and being creative. I'm a quick learner and I like gaining new competences.

KEY SKILLS

- *Purchasing and Logistics* experience
- *Customer Service / Order Processing* skills
- *Good Computer* skills
- Strong *team-player* skills developed through working as a *Manager* always in strong relation with the different company departments
- *Positive aptitude* and good sense of *humour*
- Good *Organizational* skills developed in a variety of *deadline* orientated situations
- Strive to deliver *quality* and to *streamline* processes

EMPLOYMENT HISTORY

01/2013 – 05/2013

Customer Service Representative

at Golden Tours – London – www.goldentours.com at Warner Bros. Studios

- Assisting customers
- Managing complaints
- Dealing with reservations, tickets, vouchers
- Managing arrivals / departures, fleet tracking

07/2010 – 12/2011

Logistics, Purchasing Manager

at Pixel FP Mosaici – Bologna, Italy – www.pixel-fp.com

- Finding, visiting, negotiating with suppliers
- Managing the whole purchasing and import process
- Managing stock, analysing sales data and reorder levels
- Creating / updating stock data on system *Zucchetti* (SAP similar)
- Collaborate with all departments within the company

10/2008 – 02/2010

Logistics Customer Service Clerk

at GLS express courier – Bologna, Italy – www.gls-italy.com

- Issuing delivery notes
- Managing missing / damaged parcels procedures
- Keeping warehouse data updated
- Tracking deliveries

05/2008 – 10/2008

Hospital Front Office, Cashier Clerk

at CUP2000 spa – Sant'Orsola Hospital, Bologna, Italy – www.cup2000.it

- Patients' admission
- Collecting payment for hospital services
- Info point, Customer service

01/2008 – 02/2008

Sales Assistant Clerk

at Carpigiani spa – Bologna, Italy – www.carpigiani.it

- Issuing invoices
- Retailers and Customer service
- Arranging Customers' visits

10/2007 – 12/2007

Internal Logistics, Customer Service Clerk

at Europcar car rental – Bologna Airport, Italy – www.europcar.it

- Check in / out Clerk
- Managing car rental fleet

03/2006 – 10/2006

Inbound Customer Service Operator – Mobile Provider

at TIM Mobile – Bologna, Italy – www.tim.it

- Assisting customers on technical and administrative issues

02/2002 – 12/2003

Tour Escort, Driver – NATO Base

at USO – Nato Base Agnano, Naples, Italy – www.uso.org

- Dealing with Tourists' transfers, hotel accommodation and reservations

Several inventories, salesman and data entry experiences

TRAINING AND EDUCATION

2014 *currently*

Arts Administration Course at City Lit, London

- Manage, Administer And Produce Theatre, Dance, Music And Art Events

2013

NCFE Level 1 Admin Course at Lambeth College, London

- Customer Service And Administration Skills

2008

Administration and Pay slips Issues – 88hour in-class course

- Pay slips, Taxes, Benefits, Staff Payments Administration, Employment Contracts Terms

2007

Marketing and Web Marketing – 80hour in-class course

- Market Researches, Target Identification

2006

Staff Development and Recruitment – 232hour in-class course

- Cost And Organizational Charts, Recruitment And Selection Criteria, Team Building And Leadership Strategies, Job Interviewing Simulations

2005

Social Studies High School Diploma in Italy

2001

High School Diploma, College Admission in North Carolina – USA

SKILLS

Computer

Office Applications:

Word and PowerPoint (very good), Excel and Outlook (intermediate)

Management Software:

SAP (10 Months), CRM (10 Months), Zucchetti SAP similar (20 Months), AS400 similar (17 Months)

Typing Speed:

60 / 70 WPM

Good overall Computer Skills

Technical

Good Calculation and Mathematical skills

Audio / Video Equipment skills, e.g. Cubase

Languages

Italian

Personal Interests

Theatre plays, playing guitar, listening to a great variety of music, swimming and riding the bike

References available on request