

# Laura Martini

Customer service manager

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Cordiale manager di customer service, da 5 anni gestisco un gruppo di 18 persone che ogni giorno assiste oltre 400 clienti in 8 lingue diverse. Nel 2023 ho introdotto l'uso di chat che hanno portato a un incremento della first call resolution del 35% e a oltre 250 recensioni positive, facendo aumentare la reputazione generale dell'azienda. Desidero offrire le mie competenze comunicative e strategiche a CustomerPlus S.p.A.



## Esperienza professionale

### Responsabile di customer service

*ClienteContento S.R.L., Ferrara*

- Supervisione delle operazioni di customer service di 18 agenti e aumento della produttività del 25% con l'introduzione di specifici KPI.
- Gestione del training e dei corsi di specializzazione, con un aumento delle competenze dei dipendenti del 20% verificato tramite test interni.
- Riduzione di 300.000 euro del real grazie a una gestione accurata dei complaint e servizio post vendita puntuale.
- Introduzione di chat e assistenza in tempo reale, con un aumento della soddisfazione dei clienti di 8 punti.
- Gestione del programma fedeltà con oltre 1.200 nuovi iscritti.

### Rappresentante del servizio clienti

*VenditeTop S.R.L., Ferrara*

- Contatto diretto con oltre 100 clienti al giorno in tempo reale in lingua inglese, italiana e spagnola.
- Servizio puntuale con +50 chat al giorno e +30 telefonate, con un tempo medio di risposta inferiore agli 8 minuti.
- Aumento del 20% di first call resolution.
- Agente del mese per 3 mesi consecutivi e oltre 30 recensioni positive raggiunte su Trustpilot.



## Formazione

### Laurea triennale in Lingue Straniere

*Università di Bologna, Bologna*

- Valutazione finale: 105/110

### Diploma di perito commerciale

*Istituto tecnico commerciale statale Marini, Bologna*

- Voto finale: 95/100



## Competenze

- Capacità di ascolto
- Utilizzo software Zendesk
- Gestione del personale
- Training
- Capacità di analisi
- Risoluzione controversie
- Assistenza ai clienti



## Certificati

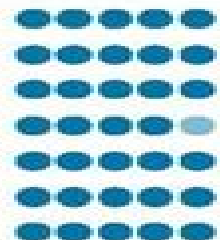
- Corso di gestione del team (20 ore), EduPlus, Milano.
- Corso di organizzazione aziendale (45 ore), EduPlus, Milano.

2016-08 - adesso

2015-09 - 2016-07

2011-10 - 2014-07

2007-09 - 2011-07



2022-05

2021-03

# Curriculum Vitae Europeo Esempi

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## Curriculum Vitae Europeo Esempi:

Lettere commerciali per corrispondenza tradizionale e via internet Luca Albani, 2007      C.V. TRICKS: Strumenti, trucchi e accorgimenti per un Curriculum Vitae di ultima Generazione Leonardo Tommasi, 2021-09-19 Scrivere un Curriculum Vitae in un'epoca in cui l'informazione digitale consente di reperire scambiare e condividere flussi di dati in maniera estremamente veloce può sembrare un'operazione quasi banale basta accendere PC tablet o cellulare aprire il browser Internet e digitare la parola curriculum Ma siamo sicuri che questa sia la giusta via da percorrere per arrivare alla meta vittoriosi e soprattutto illesi Questa guida un insieme di consigli e spunti su come realizzare un proprio set di tricks parola da intendere nell'accezione di trucchi e accorgimenti per proporre al meglio la propria esperienza personale e professionale evitando di cadere preda del copia incolla smisurato per non azzardare passi falsi che potrebbero compromettere le successive fasi del processo di selezione      Ce l'hai il paracadute? Richard Nelson Bolles, 2014-10-07 Ce l'hai il paracadute un manuale per chiunque con un'età compresa tra i 18 e i 50 anni cerchi lavoro o desideri cambiarlo Al lettore viene proposto un percorso in cui potrà mettere in luce le proprie competenze e attitudini apprendere le migliori tecniche per acquisire le informazioni definire il proprio obiettivo professionale La forza di questo libro consiste nel guidare verso un'approfondita conoscenza di se stessi alla base dell'arte di essere felici Aiuta a trovare la propria missione di vita superando le difficoltà e le situazioni di stallo soggettive e oggettive      *Il promotore turistico. Come vendere e far vendere turismo* Fabio Vergottini, 2004

**Итальянский язык. Сборник текстов для устного реферирования по темам «Рынок труда и поиск работы» с комментариями и упражнениями** Анастасия Волчкевич, 2021-04-07 B1 B2      Strumenti pratici per ottenere il lavoro che vuoi Andrea Miriello, 2019-02-28 Non sai qual è la professione giusta per te Hai difficoltà a trovare lavoro Vuoi progredire nella tua carriera o cambiare mestiere Se ti stai ponendo almeno una di queste domande hai in mano il libro che ti aiuterà a trovare le risposte che cerchi Questo libro contiene strumenti pratici ed efficaci che ti aiuteranno a capire qual è il lavoro giusto per te definire i tuoi obiettivi professionali e sviluppare un piano d'azione per raggiungerli scrivere una lettera di presentazione e un curriculum vitae di successo superare i colloqui e le prove di selezione brillantemente Leggi questo libro per raggiungere velocemente i tuoi obiettivi professionali Dott. Andrea Miriello psicologo del lavoro e delle organizzazioni consulente e formatore Esperto di selezione del personale orientamento professionale career e business coaching Aiuta le persone a definire in maniera chiara i propri obiettivi lavorativi e a raggiungerli velocemente Affianca le aziende nei processi di selezione e sviluppo delle risorse umane      **Giapponese per il business** Marcella Mariotti, 2020-08-12 T00:00:00+02:00 Il volume offre un riferimento unico nel suo genere nel quale la lingua giapponese viene presentata come articolazione viva fra aspetti prescrittivi le linee guida per il linguaggio onorifico e lingua effettivamente utilizzata nelle conversazioni commerciali superando così inutili e rischiosi stereotipi Nato da una lunga esperienza sul campo dell'autrice prima come traduttrice e interprete poi come docente di Business Japanese e coordinatrice

stage tirocini e placement in ambito universitario il testo raccoglie i temi pi rilevanti per gli studenti e le aziende Dopo un capitolo introduttivo su come avvicinarsi alle prime esperienze lavorative segue una panoramica sul linguaggio relazionale e quattro unit pratiche sulle principali sfere di azione al telefono nel contesto di una fiera durante una trattativa commerciale nella corrispondenza elettronica Ciascuna unit corredata da esercizi grammaticali di lessico comprensione pensiero critico e creativo Completano il libro le soluzioni degli esercizi un ampio glossario giapponeseitaliano e italianogiapponese dei termini tecnici e una lista di flashcard utilizzabili in app per lo studio a ripetizione mnemonica dilazionata SRS Il manuale integrato dalle tracce audio in formato Mp3 utile supporto per il lavoro in aula e per lo studio in autonomia scaricabili all indirizzo [www.hoeplieditore.it](http://www.hoeplieditore.it) nella pagina dedicata al volume *Vita Curriculi* Davide Filippi, 2024-07-29 Da quando si imposto il nuovo spirito del capitalismo i luoghi in cui si elabora la conoscenza hanno assunto un ruolo particolarmente rilevante negli assetti del capitalismo globale In questo contesto i sistemi universitari contemporanei si presentano come luoghi che mostrano il senso e le conseguenze delle trasformazioni delle forme di governo globali con caratteristiche specifiche che il volume analizza I ricercatori precari infatti possono essere definiti come un soggetto paradigmatico per rappresentare quelli che sono definiti come knowledge worker e approfondire le dinamiche che intervengono nel dare un orientamento alla loro soggettivit permette di comprendere tanto i processi che agiscono nella generalit delle relazioni sociali contemporanee sia le peculiarit espresse dalle esperienze professionali ed esistenziali di questi lavoratori *L'Europeo* ,1986 **AdI** ,1983

**Negotiating Italian Identities** Norma Bouchard, 2006 **Primato** ,1993 **Quaderni medievali** ,1994 Modo , *Italian-American Business* ,1986 Bibliografia generale della lingua e della letteratura italiana ,2001 28/78 *architettura* Palazzo delle Stelline, 1979 CURRICULUM VITAE, LETTERA DI PRESENTAZIONE E COLLOQUIO PER TROVARE LAVORO Aniello Panta, 2021-01-29 Questo libro stato scritto per te che vuoi trovare o cambiare lavoro Per raggiungere con successo questo obiettivo devi essere preparato e avere una giusta strategia devi muoverti nel modo giusto perch sei tu che devi trovare il lavoro non il lavoro che trover te Pertanto devi affilare le tue armi in modo da affrontare nel modo giusto questa battaglia devi avere un CURRICULUM VITAE ben realizzato devi scrivere una LETTERA DI PRESENTAZIONE convincente infine devi affrontare il COLLOQUIO in modo brillante Se sottovaluti solo uno di questi elementi avrai perso la tua battaglia col mondo del lavoro in partenza Non devi assolutamente commettere questo errore ma curare in modo minuzioso quasi maniacale ogni minimo dettaglio che apprenderai con la lettura di questo libro In questo manuale infatti troverai ogni trucco e segreto per centrare il tuo obiettivo TROVARE LAVORO Ti insegner anche COME E DOVE CERCARE LAVORO nella giungla del web e dei social Ma tutto deve assolutamente rispondere a una spinta iniziale che pu essere intrapresa solo da te Prima di cominciare a leggere questo libro prenditi pochi secondi di tempo e risponditi a una domanda hai voglia di spenderti di scavare dentro te stesso di investire il tuo tempo prezioso per trovare veramente lavoro Se la risposta s passa subito al primo capitolo GRAZIE A QUESTO MANUALE IMPARERAI Come cercare e trovare lavoro Come

trovare lavoro su internet Come scrivere un CV vincente Come scrivere una Lettera di Presentazione vincente Come sostenere il Colloquio di lavoro vincente Come trovare lavoro sui Social Come trovare lavoro su LinkedIn I migliori siti per trovare lavoro online I migliori esempi ed esercizi per trovare lavoro Le migliori strategie e trucchi per trovare lavoro Come trovare il lavoro giusto e molto altro

**Nuovo Curriculum Vitae Europass 2020** Maria Elisa Scarcia, 2020-08-14 Il libro analizza il nuovo curriculum vitae Europass 2020 formato europeo recentemente interessato da un'attività di aggiornamento e restyling Nella prima parte della trattazione viene fornita una disamina sui pregi e sui difetti del classico curriculum vitae europeo 2013 quindi viene effettuato un confronto con la nuova versione 2020 per verificare se e in che misura l'upgrade del cv colma le proprie vecchie e cronicizzate lacune Nella seconda parte viene testato il nuovo Europass 2020 viene fornita una vera e propria guida passo passo per la compilazione del proprio curriculum vitae con numerosi suggerimenti forniti dai recruiters per una corretta e più efficace compilazione Il libro propone inoltre consigli utili per guidare il candidato nel difficile e complesso mondo delle selezioni del personale cosa e come pensano i recruiters quando leggono il cv modalità e criteri adottati per lo screening strategia per valorizzare se stessi Il libro scritto con un linguaggio semplice chiaro e diretto in modo da facilitare la comprensione a chiunque anche per coloro che dimostrano scarsa confidenza con il mezzo digitale o non possiedono alcuna esperienza in relazione alle attività di recruiting

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