

DANIELA GUARASCI

danielaguarasci@yahoo.it | 393661201763 Rende, Italy

PROFESSIONAL SUMMARY

- Experienced Customer Service Representative with 4 years of background working with social security and financial subjects, always reaching team's daily goals and meeting desired client's metrics and users' needs.
- Decreasing complaints through a strong analysis of users' issues.
- Signaling critical issues to get them timely solved and increase user experience, promptly communicating with team leaders to find the best solution; capable of quickly making unique decisions to deliver the finest results.
- Constantly thriving to increase quality to meet production needs.

SKILLS

- Administrative support
- Data Entry and reporting
- Call center operations
- Strong written and oral communication oriented to conflict resolution
- Problem resolution
- Coordinating with 30 workers team to achieve daily goals
- MS Office (Excel, Word)
- Customer service
- CRM Systems
- EN > IT translation and subbing
- Transcription
- Medical terminology knowledge

WORK HISTORY

Customer service representative | Comdata Group - Rende, Italy

- Supporting contacts with customers by phone and by mail, using client's CRM, with users of National Social Security Institution in Italy *12/2019 - Current*
- Strong orientation to user's needs and issues
- Skilled for back office management, resolving 10+ requests per hour
- Actively performing primary customer support to internal and external customers in a fast-paced environment
- Regularly exceeded daily goals and product add-on quotas (50+ calls in a 4

hour shift)

Search Engine Evaluator | Appen - Remote

09/2019 - Current

- Evaluating digital content using client-provided tools in order to train AIs, working in a multi-cultural environment
- Qualified for 14+ projects involving ads, annotation, transcription, taxonomy, linguistics, robotics speech evaluation;
- Constantly meeting or exceeding productivity goals
- Meeting client's quality needs

Customer service representative | Covisian S.p.A - Rende, Italy

01/2017 - 11/2019

- Providing support customers by phone and mail with users of a National Social Security Institution in Italy, over 50 calls on a 4 hours shift
- Used to work in a demanding and stressful environment
- Actively solving users' issues providing the best support

Customer service representative | Comdata Group - Rende, Italy

06/2016 - 12/2016

- Performing support by phone and mail with customers of a Power/Natural Gas Company in Italy - Enel Energia s.p.a
- Attention to customer compliance
- Delivering top 5% results in client's satisfaction polls

EDUCATION

Liceo Classico B. Telesio - High School - Cosenza

Diploma: Italian Literature, Latin, Ancient Greek

High School Diploma with Classic languages curriculum;

Subjects: Latin - language and literature ; Ancient Greek - language and literature; Philosophy; Italian literature and linguistics.

Magna Graecia University - Catanzaro

No Degree: Medicine (Pre-Medicine)

Some College Coursework Enrolled

Chemistry, Biochemistry, IT basics, Statistics, Human Anatomy, Human Physiology, Medical English

Average score of 29/30

CERTIFICATIONS

Google Digital Marketing Certification, ID GK5VMMZT8

Google Ads Certification on Search, ID 47217288

Google Analytics for Beginners certification

Ef SET English Language, C2

ADDITIONAL INFORMATION

Translation experience, informal: I occasionally translate articles and scientific papers for friends and family and I have cooperated with some local facebook pages translating articles for free as volunteering (I recently joined the Ted Translators team)

I am currently interested in Digital Marketing and I am exploring it as a possible future career opportunity.

LinkedIn profile: <https://www.linkedin.com/in/daniela-guarasci-60317a61/>

CURRENT INTERESTS

SEO, SEM, Content Writing, Copywriting, Translations, Programming, Python