**GIANLUCA BORIOSI CV**

 **Customer Service – Copywriter/Translator/Interpreter – Video Editor/Subtitler**

(English, French, Spanish, Italian)

**Personal Information**

**Full Name:** Gianluca Boriosi

**Address:** Rue de la Sablonnière 21, 1000 Brussels, Belgium

**Phone Contact:** +32 (0) 493 14 93 08

**E-Mail:** gianlu.borio@gmail.com

**Date of Birth:** 01/09/1988

**Nationality:** Italian

**Work Experience**

**Dates (from-to):** April 2017 - Today

**Occupation: Independent Contractor**

 • Providing copywriting, translation, localization, editing, proofreading, interpreting, video editing, video subtitling, marketing and client-related services

 • Specializing in: Medical, Healthcare, Pharmaceutical, Hospitality, Tourism, Journalism

**Collaborations: BHR Clinic -** <www.bhrclinic.com>

**Dates (from-to):** September 2016 - March 2017

**Occupation: Customer Service Coordinator - Copywriter/Translator - Marketing**

**Main activities and responsibilities:** • Customer Service Coordinator: Anglophone, Italian, French and Spanish markets

 • Managing patient contacts from first input until post-operative follow-up

 • Copywriting/Translation activities: website, email and document templates, articles, brochures, leaflets, and all other promotional material content

 • Digital Marketing Coordinator - managing Italian, Spanish, French and English forums in which Medikemos was active (10 in total)

• Editor, Publisher and Reviewer of textual, photographic and video content for presentations and digital marketing activities, including video editing and subtitling

 • Customer files and digital marketing resources archivist

 • Demonstrated ability in increasing company’s potential/actual customers & market share

**Name/address of the employer: MEDIKEMOS Hair Transplantation**, 263 Avenue Brugmann, 1180 **Brussels, Belgium**

 **Contact:** [www.medikemos.com](http://www.medikemos.com)

**Dates (from-to):** November 2015 - August 2016

**Occupation: Customer Service Representative (EMEA pharmaceutical Global Accounts)**

**Main activities and responsibilities:** • Driving sales growth and supporting organizational effort through key/core customers account management, notably EMEA pharma Global Accounts (Janssen, Sanofi, Pfizer, GSK, BMS UPSA etc.) operating in Italian, French, Spanish, Belgian and UK plants (25 accounts)

 • Close interaction and follow-up with other departments (Logistics, Supply Chain, QA, Regulatory, R&D, Warehouse, Finance) in order to guarantee service excellence to clients

• CSR administrative tasks: order entry, order confirmation, credit/debit notes, returns, customized products/colours developments, registering and follow-up on complaints, raising and following up the necessary price corrections, discounts and volume rebates etc.

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• Providing technical product information, samples, literature and general corporate information on behalf of Capsugel company to my portfolio of customer

• Handling customer accounts from A-Z and building strong client relationships; handling mails, phone calls and e-mails in an efficient and tidy way + back-up support for absent colleagues within our pool; monitoring stock rotation of specific accounts within agreed limits

**Name/address of the employer: CAPSUGEL,** Rijksweg 11, 2880 **Bornem, Belgium**

**Contact:**  [www.capsugel.com](http://www.capsugel.com)

**Dates (from-to):** April 2015 - August 2015

**Occupation: Languages Teacher (Italian & English)**

**Main activities and responsibilities:** • Planning and preparing lessons in relation to individual's needs and targets

• Teaching and training oral, written and reading skills and practical techniques

 • Entering, preparing and motivating students for examinations

**Name/address of the employer : Freelance -** Surabaya and Bali, **Indonesia**

**Dates (from-to):** September 2013 - March 2015

**Occupation: Multilingual Customer Service Representative - Interpreter/Translator**

**Main activities and responsibilities:** • Customer Service Representative: Anglophone market Manager

• Customer Service Assistant: Italian, French and Spanish markets

 • Personal Assistant / Interpreter for customers during hair transplant surgeries

 • Translator of documents for presentations and marketing activities

 • Digital Marketing Coordinator - managing Italian, Spanish, French and English forums in which ASMED was active (15 in total)

• Marketing Media Coordinator: Editor, Publisher and Reviewer of contents for online marketing activities / Customer files and marketing resources bookkeeper

 • Attracts potential customers by answering questions and giving detailed information about products and services, both via e-mail and telephone

**Name/address of the employer: ASMED**, Atilla Ilhan Cd. No.29, Küçükbakkalköy Mh., Ataşehir, **Istanbul, Turkey** **Contact:** [www.asmed.com.tr](http://www.asmed.com.tr)

**Dates (from-to):** December 2012 - June 2013 **Occupation: Hotel Receptionist Main activities and responsibilities:** • Check, process and file incoming bookings• Welcome, register and assign rooms to guests • E-mails and telephone calls management

 • Dealing with special requests from guests (e.g: booking theatre tickets, storing items) • Handling payments through cash and credit cards

 • Compiling housekeepers’ daily plan

**Name/address of the employer: RHODES HOTEL**, 195 Sussex Gardens, W2 2RJ, **London,** **United Kingdom Contact:**  [www.rhodeshotel.com](http://www.rhodeshotel.com)

**Education and Training**

**Dates (from-to):**  September 2007 - July 2012

**Name / type of organization:** **Università degli Studi di Perugia**, Letters and Philosophy Faculty

**Education/Professional skills:** Linguistics, Languages and Literatures expert (Italian, English, Spanish, French) with competences for translation, marketing and linguistic mediation

**Title of qualification awarded: Bachelor’s Degree in** **Applied Linguistics for Business Management**

**Thesis:** *“1984: Newspeak and the Research of the Perfect Language”*

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**Dates (from-to):** September 2009 - March 2010

**Name / type of organization:** **Erasmus Program at ErasmusHogeSchool, Brussels, Belgium**

**Principal Subjects:** Foreign Languages and Literatures, EU Law, Marketing

**Dates (from-to):** September 2002 - July 2007

**Name / type of organization:** *Liceo Città di Piero*, Sansepolcro (AR); *Senior High School - Modern Languages*

**Principal Subjects:** Exhaustive knowledge of foreign languages and literatures

**Title of qualification awarded: Senior High School Diploma**

**Personal Skills and Competences**

**Languages:**

**Mother Tongue: ITALIAN**

**Other Languages: ENGLISH SPANISH FRENCH TURKISH**

* **Reading skills** Advanced (C1) Advanced (C1) Advanced (C1) Elementary (A2)
* **Writing skills** Advanced (C1) Advanced (C1) Advanced (C1) Elementary (A2)
* **Verbal skills** Advanced (C1) Advanced (C1) Advanced (C1) Elementary (A2)

 **BAHASA INDONESIA & DUTCH**: Elementary (A1)

**IT Skills:** • European Computer Driving Licence (**ECDL)**

•Advanced knowledge of **Microsoft Windows** “Office” and “Outlook”, of the Web, search engines, and **SEO** principles

 • Advanced knowledge of **Protean**, **Salesforce.com**, **CapReports**, **Lotus Notes**

 • Advanced knowledge of **Apple iMac** and its softwares (Safari, Mail, iPhoto, iMovie, Gimp…)

  • Advanced knowledge of **Guestline** (Hotel Management software)

 • Advanced knowledge of **AVS Video Editor**

 • Familiar with **CAT** tools (**TRADOS**)

**Habits:**  Listening to & playing music; reading; playing football; geography; journalism; politics; travelling

**Driving License:** European B (car/motorcycle driving license)

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