
SANTA AMENDOLA

+393291130286 • santa.amendola@gmail.com

Proactive, collaborative and committed are adjectives which truly represent me in the work field. Experienced with more than eight years in the role of CS B2B for companies operating in different businesses, I have developed a comprehensive approach to service Customers.

Work experience

- 2012 - 2018
- Customer Service Representative**
Temix Oleo s.r.l. - Milan, IT
- Providing Customers with all needed information related to products, quotes, availability, deliveries, billing; answered queries and relayed needs interdepartmentally.
- Coordinate with Sales force, Technical team, Production planners, Logistics suppliers and Administration department to support Customers in any fields.
- Contacts with national and international suppliers for buying trading products. Organization of shipments based on established INCOTERMS; interaction with haulers and freight forwarders wordly based.
- Issuing proper documentation for clearance of goods in import/export; dealing with Customs and Chamber of Commerce.
- Resolve after sales issues with proactive attitude.
- 2011 - 2012
- Customer Service B2B**
Seda International Packaging Group s.p.a. - Naples, IT
- Management of national and International Customers. Coordination with Sales, Graphics, Productions, Logistics and Financial departments. Preparation of reports, shipping documentation and text reviews.
- 2010 - 2011
- Customer Service B2B and B2C**
Cygnific B.V. - KLM Dutch Airlines - Amsterdam, NL
- Inbound agent for Italian and International market. Problem solver for travel related industries (KLM, Alitalia, AirFrance); ticketing and billing. Processing through Amadeus/Altea softwares.

Education

- 2010 - 2007
- Master in International Communications**
Università degli Studi di Napoli L'Orientale
- June - August 2009 - Internship at WFTO B.V. in Utrecht, NL - Scholarship by European Erasmus Placement Program - LLP
 - September 2008 - International Summer School "Doing Cultural Business in Mediterranean Region" - Scuola di Procida per L'Alta Formazione - L'Orientale - Procida, IT
 - June - August 2008 - Internship at Ufficio della Regione Puglia per le Relazioni con l'Unione Europea in Bruxelles, BE - Scholarship by "Fondo per il Mediterraneo" - Università degli Studi di Napoli L'Orientale
 - July 2008 - Seminar "European politics in E.U." - EESC - European Economic and Social Committee - Bruxelles, BE
- 2003 - 2007
- Bachelor in European Languages and Communications**
Università degli Studi di Napoli L'Orientale
- April - June 2007: Internship at "Associazione Progetto Museo" in Naples, IT. Scholarship by L'Orientale
 - January - June 2005: European Erasmus Program - LLP at Universitat de Girona, Girona - ES

Skills

Languages

Italian Mother tongue
Proficient English
Advanced Spanish
Basic French

Informatics

Microsoft Dynamics Navision
AS400
Altea by Amadeus
ECLD

Hobbies

Contemporary Dance
Vinyasa Yoga
Bricolage

- Hereby authorizing the treatment of my data according to art.13 d.lgs.30 June 2003 n.196/art.13 GDPR 679/16 -