



20 January 1993, Salerno, IT
🏠 Via F. Galiani 9 - 20161 Milan, IT
☎ + 39 345 877 0160
✉ valentinagranozio@gmail.com
Citizenship : Italian , Austrian

Valentina Granozio

Languages

Italian	
German	
English	
French	

Technical Skills

CRM Systems	
MS Word	
MS Excel	
MS Power Point	
Social Media	

Personal Skills

- Strong work ethics;
- Enthusiastic team player;
- Great capacity of prioritising and managing time;
- Excellent verbal and written communication skills.

About me

Junior Customer Consultant with enthusiasm and passion for the digital environment.

Considering that my area of expertise mostly concerns languages, I welcome new work experiences to improve my understanding of digital marketing and communication topics.

Experience

Customer Consultant

Oct. 2017 – Dec. 2018

Tfour Business Solutions Company

Milan, IT

Main activities (carried out using CRM Systems as Salesforce, k-eCommerce, eGain, RIS Web):

- Supporting e-commerce customers of leading Brands in the Fashion and Luxury branches, handling their enquiries through omni-channel communications, including in- and outbound calls, emails, live chat and social media (mainly in Italian and German, secondly in English);
- Successfully guiding customers through all the stages of their buying experience, maximising the rate of their acquisition, retention and conversion;
- Collaboration with E-Commerce Managers and Retail Operational Teams regarding accountability of procedures;
- Front and Back Office activities using cross-functional systems for processing of online order refunds/charges and of product functionalities updates;
- Focusing on the enrichment of the customer DB;

Certifications:

- Certificate of Advanced English (CAE) – grade A, CEFR Level C1.
Date of exam: 05.03.2015
- Test de connaissance du français (TCF) – 621 points, CECR level C1.
Date of exam: 28.07.2016
- ECDL – European Computer Driving License (modules from 1 to 7); Date of the last exam : 23.06.2009

Driving Licence:

B

Hobbies:



- Segmentation of relevant and customised communications in order to plan cadenced interactions with the customer to deepen his relationship and his engagement to the Brand.

Linguistic Consultant

Jul. 2018 – Aug. 2018

AYES – Management & Technology Consulting

Milan, IT

Consultancy for the editing of the company's website in German.

Communication Intern

Sep. 2011 – Nov. 2011

The National Leprechaun Museum

Dublin, IE

Intern in the PR and Communication Team.

Main activities :

- Support to the organisation and planning of cultural events and new exhibitions ;
- Helping in managing and updating the museum's profile on social media (Facebook, Twitter and Flickr).

Education

Master's Degree in Romance Philology, 110/110 cum laude

Sep. 2014 - Nov. 2016

University «Federico II»

Naples, IT

Visiting student – Erasmus+ Program

Jan. 2016 - Jul. 2016

University of Liège

Liège, BE

Visiting student – Erasmus Program

Sep. 2013 - Feb. 2014

University «Paris-Lodron»

Salzburg, AT

Bachelor's Degree in Modern Languages, 110/110 cum laude

Sep. 2011 - Sep. 2014

University of Salerno

Salerno, IT