

Top Skills

account manager

Campaign Strategies Mentoring

Languages

Greek (Elementary)

Italian (Native or Bilingual)

Spanish (Professional Working)

English (Full Professional)

Sr. Ads Campaign Specialist at Amazon

Experience

Amazon

5 years 2 months

Sr. Ads Campaign Specialist - Amazon Ads

December 2023 - Present (9 months)

Barcelona, Catalonia, Spain

Identifies new business opportunities

Responsible for the delivery and performance of advertising campaigns

Develop campaign strategies and audience targeting recommendations

Evaluate KPIs and optimize campaign performance using a data focused approach

Account Specialist - Amazon Ads

May 2022 - Present (2 years 4 months)

Barcelona, Catalonia, Spain

Manage and optimize marketing campaigns of large customers;

Elaborate and propose strategies to help companies to grow ON and OFF Amazon;

Mentor of new hired of the team;

Amazon DSP (demand-side platform) expert.

Vendor Support Associate

July 2019 - May 2022 (2 years 11 months)

Barcelona, Catalonia, Spain

Supporting vendors who offer their catalog of products on Amazons' global eCommerce platforms;

Serving as the first resolution point diagnosing technical, operational, system and process issues and propose solutions that will remove barriers to enable resolutions for Sellers/Vendors;

Expert in several platforms and specialties, I educate the Vendors on processes, tools, and standards in real-time;

Nanonino

Business development and customer service

June 2018 - December 2018 (7 months)

Alicante

Marketing research.

Translation of content from English or Spanish into Italian.

Providing first class customer service to WRC P1 customers.

Writing articles for the Knowledge Base.

Avoca Ireland

Customer service and floor staff

May 2017 - January 2018 (9 months)

County Dublin, Ireland

Providing customer service in a well-known touristic restaurant.

All restaurant duties.

HCL Technologies

Technical Support Executive for EIR

November 2015 - May 2017 (1 year 7 months)

Dublin

Deal with customer's technical queries directly, ensuring a prompt and efficient response to all queries, in accordance with Company procedures.

Testing and analysing telephone and broadband lines; supporting EIR

Modems and TP Links Wi-Fi booster; helping EIR customer to setup residential and/or business internet connections; replacing faulty equipment.

Providing info and support to other internal departments such as customer service, billing and loyalty.

Using R6 Infonova Digital Ecosystem Management Platform and EIR internal tools.

ESB

IT Consultant

February 2014 - May 2015 (1 year 4 months)

Dublin, Ireland

Advising ESB employees how to use information technology in order to meet their business objectives or overcome problems.

Supporting Windows XP and 7; Ms Office 2003, 2007 and 2010; Windows and Android smartphones; internet connections LAN and Wi-Fi; Citrix Receiver; Citrix Thin Client Technology; Print Services; SAP Access Control. Using Marval Open Pursuit IT Service Management, Citrix XenApp, Active Directory, Real VNC Remote Support; SAP password management.

Atos

IT Helpdesk Support Specialist

October 2011 - January 2014 (2 years 4 months)

Cork, Ireland

Interact with users (Siemens employees) via telephone, e-mail and the web, providing technical support and problems solving abilities.

Responsible for supporting: Windows XP and 7; Ms Office 2003, 2007 and 2010; Blackberry smartphones; internet connections LAN and Wi-Fi; network installation of Windows 7, VMware virtual machine and client software;

Domain password reset; Public key infrastructure; Print Services; identify faulty hardware.

Using Remedy IT Service Management, Citrix Web Interface, Active Directory, Real VNC Remote Support, BlackBerry Enterprise Server and other internal tools.

Serve as a point of escalation for other Helpdesk Services agents.

Assist in identifying resolution gaps at the helpdesk and author knowledge base submissions accordingly.

Achieve and maintain Service Level Agreements.

Assist in evaluating new services, processes and technologies introduced at the helpdesk.

Teleperformance

Customer Care and Technical Support for BlackBerry, RIM.

May 2011 - September 2011 (5 months)

Athens, Greece

Receiving inquiries and answering inbound calls within a busy customer service team.

Creation and/or maintenance of customers' records.

Responsible for supporting: Blackberry Playbook and smartphones, Blackberry desktop Manager.

Following up a customer with any known or new issues.

Using the internal knowledge base for finding the best solution for each issue.

Building excellent relationships with customers and communicating confidently to all levels of staff in the organisation.

Santikos Hotels & Resorts

Bar Team Leader and Manager Assistant

May 2009 - October 2010 (1 year 6 months)

Alonissos, Greece

Staff selection, training and monitoring;

Team Leader of the bar staff, responsible for the orders and the inventory of the bars;

Customer assistance and problem solving;

Sainsbury's

Customer Assistant

November 2008 - April 2009 (6 months)

Reception, information about promotions, products and services;

Change of items, refunds, complaints.

University of Turin

Research Assistant

November 2006 - May 2007 (7 months)

This project required meticulous material research and selection; we always took the needs and opinions of all walks of life into consideration

Organisation and time keeping had to be of a very high standard because of the tight deadlines.

Education

Università degli Studi di Torino / University of Turin

MSc in Audiovisual and Multimedia Representations, Communication Sciences · (2005 - 2008)

Università della Calabria / University of Calabria

BSc in Disciplines of Art, Music and Show, Communication and Media Studies · (2001 - 2004)

