

WALESA PORCELLATO

EUROPEAN OF SOUTH-EAST ORIGINS (ITALY)

BORN 27/JULY/1984



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EDUCATION



Università degli studi di Padova

Padova * Italy

2006 - 2011

International relations and Political Science

Universidade dos Açores

Ponta Delgada * Portugal

2009 - 2010

European Study

Lifelong Learning Programme

Scuola Enologica GB Cerletti

Conegliano * Italy

1997 - 2003

Perito Agrario in Viticoltura ed enologia

LANGUAGES



MOTHER TONGUE



EXPERT



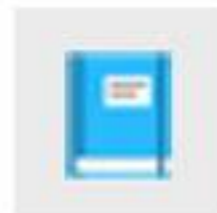
ADVANCED



AVERAGE



AVERAGE

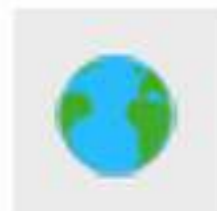


WILLING TO
LEARN MORE

HOBBIES



BIKING



TRAVELING



PHOTOGRAPHY

WORK EXPERIENCES



INOX Market Service

Inox Market Service srl - Saonara (PD) from January 2015 - Still

Production controller.

Running, managing and controlling the production of the factory and dealing with international recognized brands. Provide immediate support for emergency or special needs as well as customer order status and ETA in a B2B environment. Working close to the sales office and the buyers offers.

Microsoft Outsourced Project

Teleperformance Hellas - Athens (Greece) from October 2013 - October 2014

Customer Service and community social media manager

Daily Community Management Job, community advocate and social media user expert, primarily face of the online community of answer.microsoft.com, microsoft Italia and Microsoft Aiuta. Working in a team of 3, weekly reporting statistic and objectives.

Alitalia Outsourced Project

Visant Contact Srl - Concorrezzo (MB) from May 2013 to september 2013

Millemiglia Card - Sales Department & Customer Care

Providing actionable and valuable information-driven insights based on Alitalia project for Millemiglia card owner. A unique 8 hrs customer orientated service enables businesses managers and customers to uncover prestigious Alitalia opportunities.

La Caneva dei Biasio

Caneva dei Biasio snc - Riese Pio X (TV) from July 2012 to February 2013

Customer care and Export Manager

Answering enquires of international customer regarding the products of the company through phone, email, social network. Welcome Italian and international customers on Wineyard and Winery. Deal with customers in trade fairs.

Fair Trade Hellas

FTH - Athens (Greece) from July 2011 to February 2012

Internship - Import Manager and Marketing

Internship in NGO for an European mobility project. Role as Importing fair trade goods from Italian certified fair trade, developing market for the product in Greece, coordinating Marketing and branding of the company working along with other Greek internships. Developing advertising, copyrightings, marketing.

SKILLS



I can easily interface with people of different nationalities and cultures, adapting my communication to them, I enjoy working in a multicultural environment. Strong leadership skills learned in training events. Flexibility is my keyword, I can easily deliver solution in small timeframe. Extensive experience in Soft Skill, internet, website, social networking, community, European Grants and project management. Working capacity in Leopard OSX, Windows (XP, Vista, 7, 8 and 8.1). Competences and certification on Microsoft word suite (from 2003 to office 365) Average knowing of Adobe photoshop, and other graphic softwares as well as Photography.

LAST COURSES



2009 - Basic Spanish course - Buenaventura cultural association

2010 - Portuguese as foreign languages - Universidade dos Açores

2012 - European Grant Manager with Focus in Europa 2020 Program - EuroCube Master (Bologna)

2013 - Basic Greek Course - TP Athens

2014 - Microsoft Academy in Office 365 proficiency use.

From 2008 - Organizing and holding International workshop of social photography around Europe.

REFERENCES

References on request or... just check my Linked-In Page.