

Claudio Lapone



claudiolapone@hotmail.com



+39 3386379189



Haarlem, Netherlands



www.linkedin.com/in/claudio-lapone-523251185

PERSONAL SUMMARY

A motivated, resilient and compellingly persuasive individual with a passion for sales and customer service. I am able to work under pressure. I am problem-solving oriented, in possession of strong speaking skills and capable of multitasking efficiently to increase company production and targets. I am creative, open-minded and easygoing with a willingness to learn and improve.

EXPERIENCE

2022-2023 Customer Care Specialist

FINOM, Amsterdam

- Working as part of a diverse and multi-skilled team
- Contacting and introducing the FINOM product to potential new users and assist in the onboarding process
- Providing the fastest customer service response in Europe via phone, email, live chat and social media platforms (less than 5 min)
- Liaising with other teams to promptly resolve any customers queries
- Ensuring individual KPI's and overall Service Levels are consistently achieved
- Managing and adapting to a fast paced, ever-changing environment
- Participating in various projects when required
- Collaborating with other teams across the business to drive exceptional service for our users by looking for ways to improve the product
- Contribute to best-in-class NPS and high Customer Satisfaction standards

2019-2022 Nike Expert On Demand

CONCENTRIX, Amsterdam

- Representing the social media platform and its products.
- Helping the customers to reach their advertising goals while improving their budget spend.
- Contacting clients who are expecting my call to offer them platform's advertising solutions
- Working with predicted options generated by the system in order to propose advertising solutions to the client
- Providing campaign feedback and recommendations to the customers
- Identifying trends and unwanted developments at an early stage and applying my ideas to propose a powerful advertising campaign for your clients

2013-2019 Owner and operator of a cleaning business

La Rosa Service di Lapone Claudio, Turin

- Ran with success my own cleaning company increasing annual company turnover from 0 to 60000 euros
- Developing and implementing marketing plans
- Dealing with developing business strategies and allocating resources
- Hiring and managing a staff of 7 employees
- Managing relationships with administrators and customers
- Ensuring high quality customer service

2012 Team Leader**AQUANOVA S.R.L., Cagliari**

- Managing and coordinating a staff of 15 employees in order to call potential customers leading to the establishment of appointments for sales presentations (on average 100 appointments weekly)
- Being involved in the recruitment of new staff
- Dealing with customer care service in order to give commercial information
- Motivating the team to achieve high standards
- Reporting performance targets
- Monitoring for quality control purposes

2011 Team Leader**KISTIO S.R.L., Cagliari**

- Supervising, managing and motivating a team of 10 employees for sales calls for SKY and Vodafone
- Being involved in the recruitment of new staff
- Mentoring and training up junior and new staff
- Reporting performance targets (on average 2 sales daily per employee)
- Praising team members and creating a positive working environment
- Motivating the team to achieve high standards
- Being responsible for all outbound sales calls
- Monitoring for quality control purposes

2008-2010 Customer Care Service Representative**ZURICH CONNECT S.P.A., Cagliari**

- Giving information on the customers' insurance policy. For example, on remaining installments
- Giving accurate and appropriate information to answer questions, troubleshoot issues and resolve complaints
- Insurance quote compilation (on average 30 daily)
- Giving commercial information using up-selling and cross-selling techniques

2007 Call Center Agent and Sales Agent**GMC S.R.L., Cagliari**

- B2C cold calling in order to sell pay tv subscription for SKY (at least 50 contracts monthly)
- Face to face sales for SKY at store (bonus-driven sales)
- Face to face sales of telephone and broadband subscriptions for Vodafone at store (bonus-driven sales)

2006 Call Center Agent**CONTACTA S.P.A., Turin**

- B2C cold calling to sell health insurance for Agos, a famous holding company (at least 1 sale every 2 hours)
- Inbound calls in order to give information about insurance to customers, offer advice on loans and related payments in installments and on interest rates
- B2B cold calling to sell confectionery and chocolate products for Nestlè (at least 1 sale every hour)

EDUCATION

2013-Professional Course Of Business & Marketing Management.

University of Torino-Italy

2010-Professional Course Of Sales Techniques and Leadership.

Bvolution s.r.l., Cagliari-Italy

2002-High School Diploma.

Scientific High School Piero Gobetti, Torino-Italy.

LANGUAGES

ITALIAN Mother Tongue**ENGLISH** B2 Upper-intermediate

SKILLS

- Quick thinking
- Attention to Detail
- Collaboration & Teamwork
- Quick learner
- Conflict Resolution
- Positive & motivated mindset
- Empathy
- Leadership
- Multitasking
- Sales-Oriented
- Problem-Solving
- Solution-driven mentality

COMPUTER SKILLS

- Intermediate IT Skills
- Salesforce experience
- Microsoft Office

HOBBIES AND INTERESTS

- Marketing
- Hiking and camping
- Playing football
- Photography
- Swimming/Snorkeling
- Running
- Listening to music
- Travelling