

## PERSONAL INFORMATION

## Adriano Urso



📍 via Casorezzo, 53, 20015 Parabiago (Italy)

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✉ aurso@email.it

Sex Male | Date of birth 5 Apr 1986

## WORK EXPERIENCE

Jan 2007–Present

**Sales Rep, Marketing Resource**

Parametric Design srl - piazza Corte Grande 24/25, 20060, Gessate (MI) Italy

Telephone contact with the customer (cold call)

Customer Care

Direct contact with the customer

Presentation seminars

Demo online and onsite (part commercial)

Search contact list

Sales Manager hardware (acquisition and sale)

Editor newsletter

Maintenance website

FTP server management

Feb 2006–Jan 2007

**Credit Recovery and Pre-sale Operator**

Unicredit Clarima Banca c/o Acroservizi spa - Via Ernesto Breda 176, 20126, Milano Italy

Phone Credits Recovery and Tracking of outstandings

Direct phone sale of insurance policies for credit cards

Dec 2005–Jan 2006

**Call Center operator inbound in multi-skill**

Banca Woolwich and Index Europea c/o Acroservizi spa - Via Ernesto Breda 176, 20126, Milano Italy

Preliminary assessment required of financing and loan services

Collection required by the holders of kiosks and bar for subscription of the franchise

Sep 2005–Nov 2005

**Customer Care operator pre and post sale**

SKY Customer Service c/o Acroservizi spa - Via Ernesto Breda 176, 20126, Milano Italy

Telephone sale of contract membership for Satellite TV

Customer Care Service

Jul 2005–Aug 2005

**Hodman with task of restructuring**

Maggie's Park - C.so Sempione 284, 20028, S.Vittore Olona (MI) Italy

Dismantling local and disposal rubble

Sep 2004–Sep 2004

**Teleselling operator**

Stend Art srl - Piazza Giuseppe Frua 3, 20025, Legnano (MI) Italy

Sale of advertising space by phone

**Jul 2004–Aug 2004** **Telemarketing operator**  
 Prevital Consulting srl - Via Kennedy 29, 20023, Cerro Maggiore, MI  
 Recovery appointments through telephone contact for a free trial of the product

**Jun 2002–Jul 2002** **Furniture maker assistant**  
 Arredamenti Saraceni srl - Via Capecelatro 2, 20148, Milano, Italy  
 Installation and customization kitchens and furniture

**EDUCATION AND TRAINING**

**Oct 2005–Mar 2007** **1° academic year of the degree in Material Science, of the Faculty of Matematchs, Physical and Natural Sciences**  
 Università degli Studi di Milano Bicocca  
 General chemistry and inorganic with laboratory  
 Mathematics  
 Physics laboratory  
 English

**Sep 2000–Jun 2005** **Diploma of Liceo Scientifico experimental course type \"Brocca\"**  
 Liceo Scientifico \"Claudio Cavalleri\" di Parabiago (MI) Italy  
 Letters, Mathematics, Physics, Chemistry, Computer science, History, Philosophy, English, Latin, Geography, Right, Physical education

**PERSONAL SKILLS**

| Other language(s) | UNDERSTANDING |         | SPEAKING           |                   | WRITING |
|-------------------|---------------|---------|--------------------|-------------------|---------|
|                   | Listening     | Reading | Spoken interaction | Spoken production |         |
| English           | A2            | A2      | A2                 | A2                | B1      |
| Spanish           | A2            | A2      | A2                 | A2                | B1      |

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
 Common European Framework of Reference for Languages

**Communication skills** Brilliant capacity in socialize and important propensity to team-work shown in the activities carried out in the society of Rugby Lainate: as well as a Player and also as Trainer of Children Under 13, in primary and secondary schools

**Organisational / managerial skills** Representative of student in provincial consult during the last 3 years of course in Liceo Scientifico C. Cavalleri

**Digital skills** Excellent knowledge of OS Microsoft Windows 2000 Pro/XP 32 and 64 Bit/sight/7)  
 Considerable familiar with the instruments of the suite MS Office 2003/2007 (in particular Outlook and OneNote, for scheduling and organization, PowerPoint, for drafting presentations also in Flash formats)  
 MS dynamics CRM (Customizing interface and intensive use of the functionality ootb)  
 MS expression WEB (for the creation of HTML web pages)

Siebel (for the management of lead and opportunity)

Basic knowledge of Adobe Photoshop (for the creation of banners, pictures and personalization of graphical user interfaces for web sites and Newsletters)

Good familiarity with Adobe Dreamweaver (as support for the creation of dynamic web content)

Discreet using of Adobe Acrobat Pro (for the management of PDF and form propagation)

Basic knowledge of Corel Draw (for editing of two-dimensional and vector graphics) Websites editor and designer in HTML and PHP languages

FTP server management

**Other skills** In possession of membership card to be a coach of Rugby - 1° moment that enables the teaching up to category under 13

Currently rugby player as member in the team ASD Rugby Lainate

Basketball player in the team Legnano Basket until 2002

**Driving licence** Driving licence type B<br/>

#### ADDITIONAL INFORMATION

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Publications

#### ANNEXES

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■ coverletter.pdf

**coverletter.pdf** 

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I transmit you my Curriculum Vitae for submission to attention of your responsible of the Information Technology Department, that need a professional figure close to my qualities.

Note that the main motivation of the desire to change company, is due to a stimulus of update myself, to integrate my professionalism with new experiences to be able to raise my intellectual productivity, and to better use tools for the development of web-based solutions, to make me more flexible and, if possible, to improve the economic.

To integration of CV I would like to provide some additional information to make my profession as clear as possible. My current responsibilities, in addition to those exquisitely dedicated to activities of Pre and Post Sale of PTC products (Parametric Technology Corporation), are addressed to the study of commercial communications; I am drawing up texts for the publication of newsletter and I am creating banners and pictures to insert in Web contents.

In these years I had the opportunity, and in quality of Inside Sales, to be in direct contact with many suppliers, customers and potential customers, ensuring in first person the aspects of the negotiation and customer care. These activities have given me such a way to grow and deepen my attitudes of creativity and initiative, giving life to a dynamic and efficient environment, equipped with instruments for the preparation of texts HTML, and bases of PHP programming.

The skills acquired enabled me to cover the role of single company referent as with the supplier as with the customer for the supply of various hardware equipment brands, among which DELL (as Partner Direct) HP, Microsoft and Symantec. I have covered also roles of maintenance of systems of communication such as FTP server and Active Directory.

The sale and the support of the suite of PTC products (Pro/ENGINEER, Mathcad, IsoDraw, Windchill solutions) enabled me to raise my level of knowledge concerning the activities of product development and management and organisation of business processes.

For the above reasons, I think I have acquired the appropriate professional skills acts to conduct of duties other than those hitherto carried out.

I am available to provide personally more informations and with the hope to receive your reply in the next future, I thank you in advance for the attention.

Best regards,  
Adriano Urso