

# Danilo Panzano

## Helpdesk & Management

The multilingual professional that you were looking for

danielopanzano@me.com ✉

+39 331 9315368 📞

Available for relocation on short notice, Brindisi - Italy 📍

danielopanzano.com 🌐

## WORK EXPERIENCE

### Owner

NegozioCBD

01/2017 - 07/2019

Brindisi, Italy

Cannabidiol flowers production, e-commerce, wholesaler

#### Achievements/Tasks

- Increased production from 300 m<sup>2</sup> to 6500 m<sup>2</sup> within first 12 months
- Product management
- Business Development
- Web Development [🔗](#)
- Delivery of assets
- Marketing and content creation

### Microsoft Tech Support Agent

Teleperformance Hellas

06/2016 - 09/2016

Athens, Greece

Outsourcer

#### Achievements/Tasks

- Solve technical issues with Windows
- Virus cleansing
- Manage escalations about Microsoft Office on MacOS
- Supported Windows 10 launch

### iOS Support Agent

Teleperformance Hellas

03/2013 - 02/2017

Athens, Greece

Outsourcer

#### Achievements/Tasks

- Deliver top quality tech advise to users
- Solve technical issues even trough sales
- Mentor new hires when required

### Multilingual Tech Agent

Concentrix UK

04/2012 - 09/2012

Belfast, UK

Outsourcer

#### Achievements/Tasks

- Technical assistance across three different languages on multiple accounts
- CombineNet: reverse auctions support
- Aliph-Jawbone, Sony Optical - Troubleshooting Support and RMAs
- Sony ISS, Sony Tape

### Customer Service Associate

Amazon CS Ireland

07/2011 - 02/2012

Cork, Ireland

Amazon.it support and Amazon.es invoicing

#### Achievements/Tasks

- Help customers find their way around the platform
- Invoicing
- After-sales support
- Extra mile and customer obsession mentality
- Logistic enquiries
- RMAs

## SKILLS

Linux Windows Support MacOS Support

Git SSH VNC Arch Linux - AUR

Network solutions Business Development

Customer Obsession Linguistics Languages

Tech Support Customer Care

Product Management HTML HTML5

JavaScript Liquid SEO Responsive Design

Ghost CLI/CMS Nginx CRM Logistics

Routine office correspondence

## ACHIEVEMENTS

Developed a network of 25 resellers across Italy  
*Developed a network of resellers for the start-up I have founded.*

Best Italian Apple iOS agent of the month  
*Best iOS support in the Italian market among 500+ agents. Perfect KPI score.*

Faster Amazon.es invoicing  
*Slashed by 30% Amazon.es invoicing process time in cases where human check was needed providing the Costarican team with the tools and remote training needed to avoid invoicing mistakes.*

## PREVIOUS EXPERIENCE

Kitchen Helper - Luigi's - Youghal, Ireland

- Fast potato peeling

Kids' birthday parties entertainer - Brindisi, Italy

- Juggler and unauthorised Power Ranger

## EDUCATION

Attended Universidad de Sevilla, Filología Hispánica, Spain  
*Linguistics, Spanish literature - D.O.*

## LANGUAGES

Italian ● ● ● ● ●

English ● ● ● ● ○

Spanish ● ● ● ● ○

French ● ● ○ ○ ○

Greek ● ○ ○ ○ ○