



Marzotto Francesco, Prague , Czech Republic Tel: + (39) 3884850760

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Personal details : 09-May-1985 ▪ English

Qualification Summary

- Self-motivated and analytical professional with extensive experience in customer service and account manager positions.
- Proven track record of providing quality services and maintaining a high level of customer satisfaction. Proficient in providing services in four different languages, including Italian, English, Spanish and French
- English, Spanish and French.
- Strong communication skills, aimed at fostering solid relationships with management and customers, and improving communication between the different departments within the company
- Proven experience in training new employees within the company

Education

- Master's Degree in Economics and International Trade (2019), Nankai University, Tianjin
- Master's Degree in International Relations (2014), La Sapienza University, Rome
- Bachelor's Degree in International Studies (2011), La Sapienza University, Rome

Professional experience

- **Envista Holdings**, Prague, Czech Republic Mar 2023- Present

Customer account manager and billing officer for Italy and the French part of Belgium

Order entry, issuance of credit notes and re-invoicing, creation of accounts in Oracle, verification of the correctness of the VAT number in customer accounts, to allow them to receive electronic invoices

Monitoring of order logistics to ensure that orders are delivered.

Create accounts for customers on digital portals such as Spark, Memotain, and Insignia, and add any billing or shipping addresses.

Forward to the digital laboratory the information or precautions required by the doctors as appropriate for different patients

- **Exxonmobil** , Prague , Czech Republic October 2021- December 2022

Customer account manager and support to the sales department. Managing a portfolio of 50 Italian customers, with regard to the entry and management of orders. First backup for the French portfolio. Opening cases, whenever a product arrives at its destination damaged, with consequent economic losses for the company and for customers. Pre-set product prices, in coordination with product representatives.

- **Infosys BPO**, Brno, Czech Republic September 2020 – October 2021

French IT Customer Service Representative Supervise and answer customer calls in French language and solve various technical problems of users

Issues related to password resets, printer configuration, and user profile resets.

- **Avis Budget Group**, Budapest, Hungary July 2019- September 2020

Inbound Customer Service Representative

Reimburse customers whenever they have proven that they have been incorrectly charged by the company

Certifications

- TEFL and TESOL certificates issued by the TEFL/TESOL Accreditation Council
- IELTS certificate, issued by the British Council in Milan
- Technical skills: SAP, Oracle, Salesforce, DTX, Fuse, CRM
- Languages: Italian – Mother tongue | English – C1 | Spanish