

# Doralice Benedusi

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## PERSONAL INFORMATION

Address: via dei Mughetti 40, 21040 Venegono Superiore (IT)  
Nationality: Italian  
Date of birth: 03/05/1992

## PROFESSIONAL EXPERIENCE

### **KERING, Cadempino (CH) — Saint Laurent Wholesale Customer Service Specialist**

AUGUST 2022 - MARCH 2023

- Management of orders and delivery of goods
- Providing customer service by answering customer inquiries and issues, in line with the brand policies
- Communication and collaboration with internal departments to meet customer expectations and tight deadlines
- Contribution to the development and execution of planned activities, following company's structure and procedures
- Interaction with Wholesale Accounts in order to maximize sales and customer satisfaction

### **BWS Germanlingua, München (DE) — Intern**

MAY 2022 - JULY 2022

- Internship in the areas of administration, secretariat and general back-office support; lead of students' cultural activities

### **Ellegelle Machinery, Gerenzano (IT) — Sales Administration & Customer Service Specialist**

FEBRUARY 2021 - DECEMBER 2021

- Management of clients' requests and queries; formulating commercial offers; entering and monitoring orders until delivery; support and coordination of the technical, logistics and financial departments; daily update and analysis of sales report; scheduling and attending appointments, product testings and meetings
- Customers include: **Leonardo S.p.A, Beretta Holding S.A., General Electric Co, FIAT**

## LANGUAGE SKILLS

- Italian: Mother tongue
- English: Full professional proficiency (advanced class at **Trinity College, Dublin** in summer 2009)
- German: Intermediate (B1 certificate from **BWS Germanlingua, Munich**)
- French: Elementary

## IT SKILLS

- Good knowledge of Outlook
- Good knowledge of Office
- Good knowledge of Excel
- Good knowledge of AS400
- Basic knowledge of SAP

## SOFT SKILLS

- Communicational and organizational talent
- Solution-oriented approach
- Proactive attitude

**Cossa Polimeri, Gorla Maggiore (IT) — *Global Customer Service Specialist***

MAY 2019 - DECEMBER 2019

- Management of clients in the global market's requests and queries; entering and monitoring orders; formulating commercial offers; management of documentation for international shipment of goods; preparing invoices; update and analysis of sales reports

**Privitera Eventi, Tradate (IT) — *Customer service & Marketing Assistant***

JUNE 2018 - DECEMBER 2018

- Management of clients' requests and queries; formulating commercial quotations; entering and monitoring orders; management of company executives' and event planners' schedule; support and planning of logistics; update and analysis of sales reports

**EDUCATION**

**Società Umanitaria, Milano (IT) — *Master's program in Communication strategies in Fashion & Design***

JUNE 2016 - DECEMBER 2016

Project work: Communication strategy and Brand Awareness for Alcantara S.p.A.

- Focus on: Fashion (Marketing; design; creative direction; brand management; trend forecasting)

**ISISS "Daverio-Casula", Varese (IT) — *Post-diploma course in Communication & Multimedia***

OCTOBER 2015 - JUNE 2016

- Focus on: Advertising (Graphic design; copywriting; marketing; web design; computer programming; videomaking)

I hereby authorize the processing of my personal data according to the current laws for the purpose of personnel recruiting.

Kind regards,

**Doralice Benedusi**

**ADDITIONAL INFORMATION**

- Willing to travel and relocate
- Full, clean driving license