

JOSELENA ZACCARO

ABOUT ME

Highly developed skills in **project management**. Defined as an adaptable, ambitious, self-motivated, confident and down to earth individual combined with a limitless imagination and creative drive. I breath, eat and live in my **INDUSTRIAL WORLD**.



CONTACT INFORMATION

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FIND ME ON



EDUCATION

Scientific High School - E.Mattei, 2013
Management Engineering - Politecnico di Torino, Torino (in progress)

LANGUAGES

Italian - Mother tongue
English - B2/C1
French - B1
Spanish - C1
German - A1/A2

CERTIFICATION

- Graphic/Web Designer
- Seo/Sem
- Social Media Marketing
- Digital Marketing
- Growth Hacking
- Agile Project Management
- Basic elements of accounting for tourism
- Elements of analytical accounting and management control
- Human resources management
- Project and Process Management
- Outsourcing strategies for public libraries
- Visual Merchandising
- European Computer Driving License

SKILLS

Operating Systems: Windows, Linux, MacOS
Programming : C, HTML, CSS, PHP SQL, C++
Computing Tools: Office, Adobe, Matlab, Gsuite

STRENGTHS

Detail oriented
Open to self-assessment and evaluation
Highly organized
People-friendly, with excellent communication skills and the ability to motivate

EXPERIENCE

IT PROJECT AND SERVICE MANAGER

- SAP Solution Manager platform development and maintenance
- Performance analysis: SLA and KPI verification of various external suppliers, looks for solutions to improve reliability and reduce maintenance costs
- Management of procedures, methods and organization of work groups on local applications

DIGITAL MARKETING MANAGER

- Digital inbound marketing and content marketing optimization
- SEO online visibility, e-mail and DB marketing, digital analysis statistics
- Social media marketing with definition of company policies and management of social media
- Funnel
- Profiles Activity management and resource control

COMPUTER CONSULTANT

- Application testing
- Drafting and definition of technical documentation to support the use of the applications
- Progress planning (SAL)
- Warehouse logistics management

COMPUTER CONSULTANT

- Process Manager in asset management area
- ICT Asset Lifecycle
- ICT Asset Services Suppliers Management
- Coordination and support of onsite technical aids

**SYSCONS SRL FOR
FERRERO S.P.A**
01/2020 - CURRENTLY

**ANTINFORTUNISTICA
GALLO SRL**
09/2019 - 01/2020

**DK SOLUTION SRL FOR
FIAT CHRYSLER
AUTOMOBILES**
01/2019 - 09/2019

**NOVA KEY SRL FOR
FIAT CHRYSLER
AUTOMOBILES**
05/2018 - 01/2019