



# Manuela Dall'igna

## Sales Assistant

Dynamic, proactive and flexible Sales Assistant familiar with International After Sales service issues. Responsible for supporting, co-ordinate and supervise the activities of the After Sales & BO team. Highly negotiation-oriented with a good sense of business solutions.



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98, Capiterlina street, 36033, Isola Vicentina, Vicenza, Italy



19 March, 1982

## SKILLS & COMPETENCES

Leadership

Problem Solving

Project Management

SAP Key User

Teamwork

Critical Thinking

Goal Oriented

Communication

## LANGUAGES

Italian



English



French



German



## WORK EXPERIENCE

### Key Account Manager

#### Calearo Antenne SPA

09/2012 – Oggi

##### Achievements/Tasks

- Identifying and implementing strategies to improve quality of service, productivity and profitability
- Supporting and overseeing Italian and foreign Reps and/or Country Managers in the customer relation management
- Overseeing the achievement and maintenance of service level
- Handling complex and escalated After Sales service issues
- Reviewing customer compliants and tracking the resolution
- Liasing with business partners to support and implementing growth strategies
- Creating quotations and commercial documentation
- Updating and distributing of price lists
- Analysing statistics and/or other data
- Monitoring&Updating of the Sales forecast

Contact: available on request

### Logistic and Sales

#### Calearo Antenne SPA

09/2006 – 09/2012

##### Achievements/Tasks

- Sales orders processing, management and overseeing
- Customer assistance
- Supporting Italian and Foreign Reps
- Coordinator for Logistic issues
- Reviewing customer compliants and track the resolution
- Creating quotations and commercial documentation
- Monitoring&Updating of the forecast Sale
- Updating of Price Lists
- Reporting and Databases

### Back Office and Logistic

#### Calearo Antenne SPA

05/2002 – 08/2006

##### Achievements/Tasks

- Sales order processing, management and overseeing
- Customer assistance
- Monitoring&Updating of the production Sales forecast
- Reporting and Databases

## INTERESTS

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Lyrical and Classic Music

Chorus singing

Trekking and Outdoor activities

Travelling

Nature

Art & Architecture

Yoga & Meditation

## EDUCATION

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### High School "G. Piovene"

09/1996 – 07/2001

Courses

- Business Studies

Vicenza

## TECHNICAL SKILLS

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**Office suite** Excel, Word, Power Point, Outlook

**SAP** Sales, Logistics, Production

**AS400/Galileo** Sales, Logistics, Production

**Web navigation** Explorer, Chrome, Mozilla, Edge

## ACHIEVEMENTS

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Achieving personal and professional satisfaction thanks to a challenging working experience. Proactively contributing to the Company growth adding value to the organization.

*I authorize the use of my personal data in compliance with D.L.gs. 196/03 and subsequent modifications*