



Marco D'Onofrio

CMS / BOARDING MANAGER

Profile

- Highly motivated to learn, work and achieve targets
- Always optimistic, with positive and kind attitude
- Ability to work individually and as part of a team
- Ability to manage projects and be proactive
- Easy to adapt to any kind of situation
- Reliable, responsible and organized
- Computer skills: Typing, Microsoft Office Package, use of a CMS software, use of a marketing campaign system, and Pipedrive

Employment History

Boarding Manager / Customer Support Specialist, DG1 Swiss Sagl, Massagno, Switzerland

JANUARY 2018 — APRIL 2022

- Researched and contacted customers with call center activities
- Website creation through a software platform
- Creation and management of E-commerce
- Created advertising mailing campaigns
- Client social media management
- Responsible for online chat
- Customer success process
- Content Management
- Ticket management
- Use of CMS system
- SEO management
- Report creation

Transmission Soldier, Swiss Army, Switzerland

OCTOBER 2013 — APRIL 2014

- Trained to withstand high-stress situations and environments
- Maintenance of military equipment and machinery
- Use of different types of communication devices
- Group and individual work to complete missions
- Followed orders precisely

Supervisor / Kitchen Staff, Summer Camp More Sport, Tenero, Switzerland

JULY 2012 — AUGUST 2012

- Supported the cook in preparing food for the children
- Managed stressful situations among children
- Supervised and cared for children
- Coordinated activities

Contact

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NATIONALITY

Swiss

DATE OF BIRTH

11/07/1990

Links

[Linkedin](#)

Skills

Ability to Multitask

Effective Time Management

Adaptability

Communication Skills

Creative Problem Solving

Project Management

Languages

Italian

Swiss German

German

English

French

Spanish

Hobbies

Socializing, Traveling, Studying languages and cultures, Team sports, Listening to all kinds of music.

River Patrol, Ente Turistico Tenero, Tenero, Switzerland

JUNE 2011 — AUGUST 2011

- Managed stressful situations due to poor weather conditions
- Informed passersby and swimmers of river hazards
- Supervised and cared for children
- Secured people from hazards
- Secured hazardous locations

Waiter, Ristorante Bellariva, Gordevio, Switzerland

JUNE 2009 — AUGUST 2009

- Managed stressful situations due to high number of customers
- Managed communication between dining room and kitchen
- Care and cleaning of the dining room and kitchen
- Took care of customers and their food orders

Education

Bachelor in Science of Communication, Università della Svizzera Italiana, Lugano, Switzerland

SEPTEMBER 2013 — SEPTEMBER 2018

Specialization: Corporate Communication

EC - English Language School, San Diego, USA

APRIL 2013 — JUNE 2013

Cantonal Certificate of Commercial Maturity, Scuola Cantonale di Commercio Bellinzona, Bellinzona, Switzerland

SEPTEMBER 2009 — JUNE 2012

Bilingual Curriculum (Italian - German)

References

References available upon request