



Elisa Concordia

Passport: YB1190477

Work permit: Italian

Date of birth: 10/03/1992

Place of birth: RIMINI - FC, Italy

Nationality: Italian

Gender: Female

CONTACT

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europass

ABOUT ME

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E-Commerce Specialist with Multilingual Skills

I am applying for a position as an E-Commerce manager or commercial employee.

I have approximately 6 years of experience in office roles within two companies, where I managed both front and back-office tasks, such as telephone reception, invoicing, customer care, e-commerce site management, debugging, and shipping logistics.

Previously, I spent four years in the Netherlands working as a freelancer, providing cultural mediation, simultaneous translation, and administrative support for Italian citizens living abroad.

I am fluent in English (C2), advanced in French (C1), and have basic knowledge of Dutch.

I am available full-time.

EDUCATION AND TRAINING

2008 – 2012 Pesaro, Italy

● **High School Diploma at Liceo Linguistico** Liceo Linguistico " T. Mamiani "

Website <https://www.liceomamianipesaro.edu.it/pagine/liceo-linguistico> |

Level in EQF EQF level 4

WORK EXPERIENCE

● **Details available upon request** Pesaro, Italy

E-Commerce Manager

10/01/2023 – Current

E-Commerce Manager responsible for processing orders across multiple platforms (including Amazon, eBay, and the company's own website), managing both B2C and B2B sales. I handle customer care issues via email, phone, and direct coordination with couriers. I also represent the company at major European trade fairs such as Automechanika Frankfurt and Autopromotec Bologna. In both office and trade fair settings, **I actively use my language skills to interact with international clients and business partners.**

● **Hustle Srl** Pesaro, Italy

Customer Care Specialist

2021 – 2023

Customer Care Specialist for the Italian, French, and UK markets, providing support via email, chat, and phone. Responsible for order management through Amazon and the company's e-commerce site, as well as resolving shipping issues in coordination with couriers. Additional tasks included website debugging and proofreading social media content provided by the marketing team.

● **Electra Srls** Pesaro, Italy

Administrative assistant

2017 – 2017

Administrative Assistant responsible for liaising with suppliers and business partners, forwarding monthly invoices, handling emails and phone calls, and managing internal HR-related administrative tasks. I also organized and maintained company documents and the physical and digital filing systems.

● **Freelancer** Den Haag , Netherlands

Cultural Mediator & Translator

2017 – 2023

Freelance Cultural Mediator & Translator supporting Italian residents abroad through cultural mediation and simultaneous translation during appointments with local public authorities. Provided assistance in drafting and submitting official documents, ensuring clear communication and proper handling of administrative procedures.

LANGUAGE SKILLS

MOTHER TONGUE(S): Italian

Other language(s):

English

Listening C2

Spoken production C2

Reading C2

Spoken interaction C2

Writing C2

French

Listening C1

Spoken production B2

Reading B2

Spoken interaction C1

Writing B1

Dutch

Listening A2

Spoken production A2

Reading A2

Spoken interaction A2

Writing A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

Microsoft Office (Word, Excel, Outlook)