

ALEX ARCOLEO

Bologna, Emilia-Romagna
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Résumé

Classroom Tech at UniMoRe (University of Modena and Reggio Emilia)

Jan 2022 – Present day

I provide support to professors and relators during streamed and in presence lessons and conventions/events taking place at the University premises. I also provide support in managing conference software such as Microsoft Teams, Google Meet, uploading files or creating exams on the LMS in use. I also assist professors during exams sessions, providing students with all needed information to substain an online based test.

Customer care / Help desk Employee for Hera Comm Spa, hired by Linetech Business Services Bologna:

May2013-Jan 2022

Front desk and back office operator for Hera Comm Spa (energy services provider) , assisting service-desks customers in credit management, contract subscription, billings, installment payments, request of technical estimates , purchasing v.a.s. and other sustainable services. These activities were mainly carried out at service-desks in the Bologna's and Ferrara's area.

Procedural help-desk operator for hera comm points, hera comm agencies and agents, service-desks in the italian territory. This activity was carried out at Linetech head quarter in Bologna or remotely.

Ticket Inspector on T-Per buses in Bologna's area

March-May2013

Tele-help apparel installer in Bologna's and Ferrara's area for Centro24ore

November 2011-June2012

Airport Security operator at BLQ Airport Bologna

August 2011-April 2012

I checked passengers and their luggage/ freights, through metal detector apparels, x-ray scanner such as Gilardoni and Smiths Heimann, making sure no prohibited item was carried in the safe area.

Postman at Poste Italiane Spa

July – October 2009

Customer care / call center operator for Hera Comm Spa, hired by Koinè Bologna srl
(energie services gas and electricity mainly)

August 2008- June 2009