



Salvatore Bonavita



WORK EXPERIENCE

E-commerce Manager Fashion Retail - Locri, RC
01/2020 - 07/2025

- Manage customer inquiries via phone, email, and live chat, handling up to [80+] inquiries per day.
- Coordinated e-commerce operations, overseeing the entire workflow including product publishing, order management, shipping, and after-sales service. Additionally managed copywriting activities, producing persuasive and engaging content to strengthen brand identity and boost sales.
- Achieved a customer satisfaction rating of over [90%] by providing prompt, effective solutions to client issues.
- Collaborate with cross-functional teams to improve internal processes, reducing response time by [50%].
- Provide product and service information, troubleshoot technical issues, and manage returns and refunds.
- Provided first-line customer support for a variety of products and services, responding to [50+] inquiries per day.
- Delivered personalized support through empathetic listening and effective problem-solving, resulting in [30%] reduction in escalated complaints
- Developed and maintained knowledge base articles to empower customers to resolve basic issues independently.
- Trained and mentored new customer service representatives, helping them integrate into the team and improve service quality.



EDUCATION AND TRAINING

Bachelor's Degree: Law
UNINETTUNO UNIVERSITA' INTERNAZIONALE - Rome, 07/2023

High School Diploma in Classical Studies
Liceo Classico Ivo Oliveti - Locri, 07/2017

CONTACT INFORMATION

 Via Dromo, 141, 89044, Locri, RC

 3274597773

 salvo.bonavita9808@gmail.com

 05/12/1998

 B

PROFESSIONAL PROFILE

E-commerce & Customer Service Specialist

Customer-oriented professional with proven experience in e-commerce management and customer service. Skilled in handling multichannel inquiries (phone, email, chat), order management, returns, and after-sales support. Strong background in e-commerce operations, including product publishing, payment systems, and logistics. Recognized for empathy, clear communication, and problem-solving skills, with additional expertise in persuasive copywriting and digital marketing.

SKILLS

Hard Skills:

E-commerce Platforms Management · Payment Systems & Checkout Optimization · Order Processing & Fulfillment · Copywriting & Persuasive Content Creation · Digital Marketing · Customer Relationship Management (CRM) · Multichannel Communication

Soft Skills:

Problem Solving · Team Collaboration ·
Empathy & Emotional Intelligence ·
Clear and Professional Communication
· Attention to Detail · Flexibility &
Adaptability

I authorize the processing of my personal data contained in my CV pursuant to art. 13 of Legislative Decree 196/2003 and art. 13 of EU Regulation 2016/679 (GDPR) on the protection of individuals with regard to the processing of personal data.

Salvatore Bonavita