

SIMONA FABRIZI



WORKING EXPERIENCE

November 2017 - present, OFFICINE BUONE — Milan, Italy

Consultant, Project Leader - Health and social services sector

- Management and coordination of project managers, contractors and interns during the development of all different project life cycles
- Art director and responsible for writing proposals, development of effective project ideas, planning the financial aspects and monitoring the project development ideas in the health and social services sector
- Leading the communication with major clients, partnering with the stakeholders, and owning performance improvement programs and client retention's activities

November 2020 - May 2021, STARTUP BAKERY — Milan, Italy

Consultant, HR Project Manager Operations

- Structuring of the HR Operations Department from scratch by implementing procedures, selecting tools and defining hiring processes
- Owning the recruitment and talent acquisition programs from head hunting activities to employer branding and career page set up
- Mentoring and coaching founders of startups on talent attraction, employee experience, people operations and retention strategies

May 2015 - April 2017, INDEED.COM — Dublin, Ireland

Manager, Client Services (Italy & New Markets)

- Managing day-to-day operations of a team of 10 dedicated Client Support Specialists looking after large and medium-sized companies
- Supporting and managing Indeed's market growth by expanding in-country Client Services teams in India and Brazil, being the key decision maker for sourcing, recruiting and training newbies
- Providing overall leadership and guidance to the team being responsible about talent acquisition, career development, retention, training and performance reviews
- Compiling analytical researches and collect market data on trends, cultural differences, customer behaviour and satisfaction by country, in order to improve products and define new marketing strategies

October 2014 - April 2015, INDEED.COM — Dublin, Ireland

Senior Client Support Specialist, Italian market

- Management of strategic relationships with key decision makers and clients on HR solutions

Language skills:

Italian: native

English: fluent

French: intermediate

Spanish: elementary

Computer skills:

Microsoft Excel, Word,

Power Point, Google Suite

JIRA, XML/FTP, CRM

Google Analytics, ATS

Linkedin Recruiter Lite

- Conducting interviews and assisting with on-boarding of new hires with training, coaching and shadowing sessions and supervising the first six months performance and projects of new members
- Management of individual projects, mainly on inefficient or missing processes, churn, localization and NPS analysis

September 2012 - September 2014, INDEED.COM — Dublin, Ireland

Client Support Specialist, Italian market

- Responsible for the digital marketing campaigns, new client on-boarding process, SEO strategies, technical set up and daily management of accounts to meet and exceed clients 'goals
- Working alongside with Search Quality, Product Team and the Country Managers to ensure the best jobseeker experience and localization

May 2012 - July 2012, FOREST FRIENDS IRELAND — Dublin, Ireland

Project Manager, Internship

Environment and sustainability project management, content creation for website, newsletter and social media management

August 2011 - October 2011, FAO, UNITED NATIONS — Banjul, The Gambia

Project Manager, Internship

Food security through commercialisation of agriculture project management, evaluation reports and sustainability analysis creation

EDUCATION

2017, Summer School in Project Cycle Management

CAMERA DI COMMERCIO BELGO-ITALIANA — Bruxelles, Belgium

2010 - 2012, Master Degree in International Economics and Business

UNIVERSITÀ POLITECNICA DELLE MARCHE — Ancona, Italy

2009, Erasmus Project in International Business and Management

ICHEC — Bruxelles, Belgium

2005 - 2009, Bachelor Degree in International Economics

UNIVERSITÀ POLITECNICA DELLE MARCHE — Ancona, Italy

2000 - 2006, High School Diploma in Accounting and Business Economics

I.T.C. AUGUSTO CAPRIOTTI — San Benedetto del Tronto, Italy