

## ALINE RENAC



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Sex Female | Date of birth 11/09/1982 | Nationality French

### WORK EXPERIENCE

From January 2019 - ongoing

#### Full Stack Freelance Developer

ALLIT Srls – Fiumicino (Rome) – Italy

Leadership (currently responsible for a team of 3 people). I receive the customer request from our commercial team and start analysing the best and most efficient way to meet the client needs. After scheduling the work and sketching the graphic front-end user experience, together with the graphic design team, I start building the database. After receiving the wireframes from the graphic designers, I develop the software using PHP, JS and MySQL. I also have experience with Prestashop and in creating ecommerce websites using this platform.

Few of the projects I worked on:

- Ticketing software for Bunker Soratte
- CRM and software for Unasca (national driver schools organisation)
- CRM and booking software dedicated to dentists
- CRM and software dedicated to drinks distribution
- Different tour operator websites: <https://backpackeradventure.it/>, <https://www.atuttomondo.it/>, <https://ketrip.it/> with dedicated backend to insert, modify, cancel trips, blogs, etc

From January 2015 - ongoing

**Customer Helpdesk Representative**

Firmiana Srl – Civita Castellana – Italy

Firmiana is an e-commerce website that sells 100% Made in Italy products worldwide. As customer helpdesk representative I put myself in customers shoes and try helping them during their entire experience:

- providing product/services information
- helping registering and shopping on the website
- resolving any emerging problems that customer accounts might face
- investigate if I don't have enough information to resolve customer complaints
- send purchasing order requests to suppliers
- issue invoices and shipment documents

I am also responsible for data entry by adding new articles to the online catalog using a customized platform.

From December 2015 – to  
November 2018**Import/Export Assistant Manager**

Love Tiffani Srl – Castel Sant'Elia – Italy

Love Tiffani Srl is a well-known ceramic tableware producer, selling worldwide the Tiffani Boutique brand.

Main tasks and responsibilities:

- Executive assistant
- Input of orders into the software
- Issuing invoices and shipment documents
- Management of e-commerce orders
- Customer service
- Customs documents compilation and issue
- Supervising deliveries ensuring that shipments comply with domestic laws as well as international export, trade and financial laws.
- Dealing with suppliers
- Organising meetings with suppliers and foreign clients
- Attending trade shows
- Negotiating with clients
- Reporting to CEO

From February 2008 – to  
November 2015

### Import/Export Assistant Manager

CivitaPiù Srl – Castel Sant’Elia – Italy

CivitaPiù Srl is a ceramic tableware producer. I started there as helpdesk and secretary, but during the years I gained much experience and thanks to the languages I know and to my will, I became the import/export assistant manager.

My responsibilities where:

- Customer Helpdesk
- Italy and worldwide marketing
- Input of orders into the software
- Issuing invoices and shipment documents
- Supervising deliveries ensuring that shipments comply with domestic laws as well as international export, trade and financial laws.
- Planning and coordinating shipments
- Management of website control panel
- Management of e-commerce orders
- Customs documents compilation and issue
- All import-export responsibilities
- Translation from Italian to French of website [www.tiffani.it](http://www.tiffani.it)
- Translation from Italian to English of website [www.tiffani.it](http://www.tiffani.it)

From September 2003 – to  
October 2007

### Executive Assistant and Piano Teacher

École de Musique Ghassan Yammine – Sodeco – Lebanon

Main tasks and responsibilities:

- All secretary tasks as registering students, meeting with parents and explaining school rules
- Organising events as student concerts
- Teaching piano

## EDUCATION AND TRAINING

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2000-2004

### Musicology degree

USEK (Université Santi-Esprit de Kaslik) - Lebanon

- Teaching degree
- Diploma in music theory and solfeggio
- Piano diploma

1997-2000

### High School Diploma

Collège Saint-Vincent de Paul - Lebanon

French high-School diploma (baccalauréat)

## PERSONAL SKILLS

Mother tongue(s) French, Italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Spanish	B2	B2	B2	B2	B2
Arabic	B2	-	B2	B2	-

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user  
[Common European Framework of Reference for Languages](#)

## Communication skills

- Good communication skills gained through my experience as customer helpdesk
- Team work: as full stack developer I daily work with a team and schedule our tasks
- High front office experience
- High communications skills
- Experience in fairs as Macef Milano, Maison&Objet in Paris, ISH and Ambiente in Frankfurt, VEBO in Naples
- High Experience in Customer care
- Sales experience
- Problem solving aptitude

## Organisational / managerial skills

- Leadership (currently responsible for a team of 3 people)
- High responsibility and professionalism

## Job-related skills

- Written translations
- Experience as interpreter

## Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Independent user	Independent user	Independent user

Levels: Basic user - Independent user - Proficient user  
[Digital competences - Self-assessment grid](#)

- Competent with most Microsoft Office programs
- Competent with Photoshop and Gimp
- Management software AS400 (IBM)
- PhpMyAdmin for MySql
- HTML
- PHP
- Javascript
- JQuery

## Other skills

- piano player
- piano teacher
- cello player in ensemble

Driving licence B – European driving licence

## ADDITIONAL INFORMATION

[Publications](#)  
[Presentations](#)  
[Projects](#)  
[Conferences](#)  
[Seminars](#)  
[Honours and awards](#)  
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### PHP LINKEDIN BADGE

	Written English		English Reading Comprehension
	MASTER French Reading Comprehension		MASTER Italian Reading Comprehension
	MASTER Written Italian		MS Word 2007
	Outbound Sales Skills		