



Anna Zambon

Address:

Phone:

E-mail:

Linkedin:

Birth date:

Citizenship: Italian

I am friendly and outgoing; I love working in groups but I also believe in the value of leadership. In my opinion, it is fundamental to know other people's point of view, discuss to get to know each others opinions. I am a curious person and I have a deep interest in knowing new people and experience various contexts.

WORKING EXPERIENCE

Customer Success Manager

Lifed, EdTech company - Milano

Community manager

Lifed, EdTech company - Milano

Parliamentary assistant

Chamber of Deputies - Milano

Workaway

International hostel *Alur old Hostel* - Tallinn (Estonia)

City councilman for the municipality of Gallarate

Cultural and educational Commission, Financial Commission
Gallarate (VA)

July 2021 - Present

June 2020 – July 2021

November 2019 – March 2020

1 August 2019 – 30 August 2019

June 2016 – Present

EDUCATION

Erasmus+ Programme

Université de Reims Champagne-Ardenne

Master Degree:

In Management of Human Resources and Labour Studies

Università Statale degli Studi di Milano

Bachelor Degree:

In Political, Economical and Social Sciences

Final mark: 110/110 (full mark with honors)

Università Statale degli Studi di Milano

September 2020 – January 2021

September 2019- March 2022

September 2016 – 16 July 2019

SKILLS

Management skills: I had various job, volunteering and political experiences that made me improve my leadership skills, supervising groups of both youth and adult people. I developed a good listening and problem-solving skills. In my career, I worked as:

Customer Success Manager for Lifeed, where I am managing a portfolio of customer accounts, supporting customers from the start (onboarding phase) to finish, understanding customer's business and operations, creating internal and external communication materials, creating People Analytics data reports, identifying new business opportunity and team up with Sales.

Community Manager for Lifeed, where I recovery the function of user engagement, HR e Internal comms multimedia support, inbound marketing per HR and data entry/Product deliver.

Parliamentary assistant for Chamber of Deputies, in Milan, from November 2019 to March 2020.

Organising skills: I have good skills in organize, plan, promote and liaise with cultural and socio-political projects, with efficiency, punctuality and precision, skills acquired from volunteering and political experiences. In particular, I cooperated on the following projects:

- Secretary of "Giovani Democratici del Gallarate" from December 2016 to date.
- City councilman from 2016 to date.

LANGUAGE SKILLS

ITALIAN	Native speaker
ENGLISH	Written comprehension: excellent
	Oral comprehension: excellent
	Level: B2
FRENCH	Written comprehension: good
	Oral comprehension: good
	Level: B1

INFORMATICS SKILLS

- **Digital Communication:** use of social networks, creation of videos and posts.
- Creation of multimedia presentations: Power Point, Google presentations, Prezi
- **Use of Software:** Office Word, use of spreadsheets (Excell), STATA (use learned during the university course "Data analysis and Statistics"), Slack
- **Video Editing:** Movavi Video Editor Plus
- **Editing Pictures:** Adobe photoshop, Canva