



Ministero della Giustizia

Sistema Informativo del Casellario Certificato del Casellario Giudiziale (ART. 24 D.P.R. 14/11/2002 N.313)

CERTIFICATO NUMERO: 67266/2022/R

Al nome di:

Cognome **FOTI**
Nome **FABIOLA PAOLA**
Data di nascita **29/06/1979**
Luogo di Nascita **REGGIO CALABRIA (RC) - ITALIA**
Sesso **F**

sulla richiesta di: **INTERESSATO**
per uso: **RIDUZIONE DELLA META' DELL'IMPOSTA DI BOLLO E DIRITTI: PER ESSERE ESIBITO IN OCCASIONE DI CANDIDATURA ELETTORALE (ART. 1 COMMA 14 LEGGE 3/2019)**

Si attesta che nella Banca dati del Casellario giudiziale risulta:

NULLA

ESTRATTO DA: CASELLARIO GIUDIZIALE - PROCURA DELLA REPUBBLICA PRESSO IL TRIBUNALE DI MILANO

MILANO, 13/05/2022 08:30



IL RESPONSABILE DEL SERVIZIO CERTIFICATIVO
(SEMINARA ANNA MARIA)

Il presente certificato non può essere prodotto agli organi della pubblica amministrazione o ai privati gestori di pubblici servizi della Repubblica Italiana (art. 40 D.P.R. 28 dicembre 2000, n. 445), fatta salva l'ipotesi in cui sia prodotto nei procedimenti disciplinati dalle norme sull'immigrazione (d.lgs. 25 luglio 1998, n. 286). Il certificato è valido se presentato alle autorità amministrative straniere.





Fabiola Paola Foti

Address: Viale Assunta 90 – 20063 Cernusco sul Naviglio - Milano

Telephone: +39 3926629899

Email: nimue1979@gmail.com;

Profile

I easily establish relationships with other people, cheerful, friendly and determinate enough to try to complete the projects. I am a good problem solver, organizer and I adapt to different situations. Change doesn't scare me, but it is a way for me to increase my professionalism, my knowledge and my cultural background.

Key Competencies

- Communication skills
- Responsible
- Multitasking abilities
- Collaboration
- Problem Solver
- Project Management
- Teamwork
- Self-motivated professional
- Good listening skills

Career Summary

**April 2020 – Current Service Process Specialist and LBPO
Ricoh Italy**

Specialist in the procedures and processes of the Service area;
Tester for the applications used;
Local Business Owner and Italian focal point in the European Service group for projects design, test, development and release of European projects;
Project Manager for Italian projects and Italian contact person for many European projects.
I deal with the analysis and the resolution of the problems concerning the systems used in the service area.

**December 2019 – Service Fulfillment & Call to Fix Process Specialist and LBPO
March 2020 Ricoh Italy**

Reference for couriers managing E2E of delivery and collection of all equipment.
I participated as tester in the SHARE project for the migration of all systems to the new platforms. Then I prepared manuals and organized the training courses.
Since November 2014 I became project manager for the delivery of the machines of medium-large customers and I participated in European projects to implement processes and procedures. I deal with the analysis and the resolution of the problems concerning the systems used in the service area.

**January 2007 – Quality Coach, Trainer and Coordinator
October 2019 Stream Italy S.r.L.**

Trainer and manager of the start-up of the Hewlett Packard Call Centre.
Trainer and quality coach for quality of support, customer care and soft skills of the operators.
I also worked as Coordinator of the Call Receiving, Exception and Dispatching teams for the client Hewlett Packard.

December 1998 –
December 2006 **Team Leader Customer Call Center**
 Stream Italy S.r.L.

After an initial period as a senior support professional, I progressed to team leader for the Call Receiving, Dispatching and Exception team for the client Hewlett Packard, working alongside support professionals on a daily basis, monitoring activities, managing departments, reporting, escalation and becoming the client's point of contact for processes and procedures.

Professional Development

- Lean Six Sigma – Green Belt
- Agile
- Communication Coach

Education

1992 – 1997 High School Diploma
 ITCG PACLE Argentina
 Gorgonzola - Milano

Key I.T Skills

- Power point
- Word
- Excel
- Outlook
- Power BI
- SharePoint
- Lotus Notes

Other Details

Other: Languages:
 English Intermediate B2
 Spanish Intermediate B2

Interests: I have been playing piano since the age of 5, clarinet, percussion; I have taken various painting and dance classes. I love going to the movies, walking in parks and reading.