

Fabiola Paola Foti

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 PMO, Service Process Specialist and BPO
Ricoh Italy**

Specialist in the procedures and processes of the Service area;
Tester for the applications used;
Business Process Owner and Italian focal point in the European Service group;
Project Manager for Italian projects and Italian contact person for European projects.
I deal with the analysis and the resolution of the problems concerning the systems used in the service area.
Collaborate with the European team in the development of new procedures and applications.
Oversee the deployment of new solutions in Italy, in alignment with European standards.
Provide support to other Operating Companies (OpCos).

**December 2010 – March 2020 Service Fulfillment & Call to Fix Process Specialist and LBPO
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 – October 2010 Quality Coach and Trainer
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.