

ALBERTO ANTONINI

PERSONAL INFORMATION

Name	Alberto Antonini
Home address	
Telephone	
E-mail	
Skype	
Nationality	Italian
Date and place of birth	22/05/1971 Genova,

WORK EXPERIENCE

- | | |
|--|---|
| • Dates | Since March 2023 |
| • Occupation or position held | Senior Sales Coordinator General industries |
| • Main activities and responsibilities | <p>I am currently employed as Senior Sales Coordinator General Industries and manage numerous accounts with rates on all global trades including cross trades and general queries.</p> <ul style="list-style-type: none">-Handling and solving freight charges disputes-Communicate with Key customers to ensure satisfaction with service offered-Address high level issues via phone, email.-Prepare rate quotations and coordinate with the Trade Management Unit for requests for quotes and new service contract / Tender /Qfp proposals-File/publish rates, service contracts, and amendments-Communicate with Sales Executives to disseminate service information, market developments and competition activities |

- Dates Fm May 2021 to March 2023
- Occupation or position held Senior Sales Support
- Main activities and responsibilities I was employed as Senior Sales Support and my main tasks are:
 - Filing Rates create and maintain rate agreements and svc granting data quality.
 - Auto refresher resolution within the working day, decreasing number of AF not solved in time, try to find the right way to improve the process and decrease the total number of AF generated.
 - RAQA cleaning within the working day, decreasing number of bkg. not retrieved in time.
 - No Rate working within 30 minutes, daily check of messages received via GSC via email and from CSS via MS Teams.
 - Disputes solve disputes within 5 working days and work for decrease the total amount of disputes generated.
 - Catalogue Maintenance create and maintain all codes.

- Dates Fm September 2020 to April 2021
- Occupation or position held Senior Coordinator GNP Sales
- Main activities and responsibilities I was employed as Senior Coordinator GNP Sales and manage numerous accounts with rates on all global trades including cross trades and general queries.
 - Handling and solving freight charges disputes
 - Communicate with Key customers to ensure satisfaction with service offered
 - Address high level issues via phone, email.
 - Prepare rate quotations and coordinate with the Trade Management Unit for requests for quotes and new service contract proposals
 - File/publish rates, service contracts, and amendments
 - Communicate with Sales Executives to disseminate service information, market developments and competition activities

- Dates Fm September 2017 to August 2020
- Name of employer **Hapag-Lloyd Italy, Srl**
- Occupation or position held Senior Sales Coordination Genoa Area

- Main activities and responsibilities
 - I was employed as Senior Sales Coordination Genoa Area and manage numerous accounts with rates on all global trades including cross trades and general queries.
 - Handling and solving freight charges disputes
 - Communicate with Key customers to ensure satisfaction with service offered
 - Address high level issues via phone, email.
 - Prepare rate quotations and coordinate with the Trade Management Unit for requests for quotes and new service contract proposals
 - File/publish rates, service contracts, and amendments
 - Communicate with Sales Executives to disseminate service information, market developments and competition activities

- Dates
 - Fm September 2015 to 16 August 2017
- Name of employer
 - Uasac** – Genoa, Italy (United Arab Shipping Agency Company)
- Type of business or sector
 - Shipping Agency
- Occupation or position held
 - Senior Sales Support
- Main activities and responsibilities
 - I was currently employed as Sales Support and manage numerous accounts with rates on all global trades including cross trades and general queries.
 - Handling and solving freight charges disputes
 - Communicate with Key customers to ensure satisfaction with service offered
 - Address high level issues via phone and email
 - Prepare rate quotations and coordinate with the Trade Management Unit for requests for quotes and new service contract proposals
 - File/publish rates, service contracts, and amendments
 - Communicate with Sales Executives to disseminate service information, market developments and competition activities

- Dates
 - Fm May 2014 to August 2015
- Name of employer
 - Uasac** – Genoa, Italy (United Arab Shipping Agency Company)
- Type of business or sector
 - Shipping Agency
- Occupation or position held
 - Pricing Department

- Main activities and responsibilities
 - Assisting Pricing Manager with formulating and communicating pricing strategy
 - Negotiate contract rates and amend/create Service Contracts
 - Give support and guidance on pricing to Sales team
 - Monitor and implement surcharges in line with the market and changing costs

• Dates Fm June 2012 to April 2014

• Name of employer **Uasac** – Genoa, Italy (United Arab Shipping Agency Company)

• Type of business or sector Shipping Agency

• Occupation or position held Export pricing & customer service

- Main activities and responsibilities
 - Quotation of ocean freights and Carriers haulage
 - Assisting the Sales team to secure new business & maintain existing business through obtaining competitive freight rates from Trade Management Unit.
 - Handling client complaints & providing solutions by thinking outside the square
 - Building customer relationships and providing excellent customer service

• Dates January 2000 – May 2012

• Name of employer **Medmar Srl** / fm 2008 **Uasac** Genoa, Italy (United Arab Shipping Agency Company)

• Type of business or sector Shipping Agency

• Occupation or position held Import Customer Service

• Main activities and responsibilities	<ul style="list-style-type: none"> -To follow claims between shipper and customers. -To negotiate on-carriage rates, -To follow import license processing, in order to optimize time and cost of deliveries. -To assist customers with problems via telephone and email -To work with sales, pricing, transport dispatch, and overseas offices -To resolve problems about correct interpretation/application of Italian custom rules. -To work vessel reports to keep customers informed about their shipments
• Dates	1995 - 1998
• Name of employer	Ena Srl , La Spezia
• Type of business or sector	Engineering
• Occupation or position held	Marine Engineering Workshop
• Main activities and responsibilities	<ul style="list-style-type: none"> - Assistant supplier - Monitor production performance and prepares reports indicating performance against budgeted volumes - Visit customers to ensure the highest quality of service is provided

EDUCATION AND TRAINING

• Dates	1994 - 1999
• Name and type of organization providing education and training	Political Science University of Genova
• Title of qualification awarded	Degree in Political Science

PERSONAL SKILLS AND COMPETENCES

Mother tongue	ITALIAN
other languages	
	ENGLISH
• Reading	Very Good
• Writing	Very Good
• Spoken interaction and production	Very Good

TECHNICAL skills and competences

Excellent knowledge of Office packages (Word, Excel, Access, Outlook), Internet Explorer and e-mail

Personal Interests

I like sailing and I organized sailing charters as skipper. I have as well basic knowledge of yacht painting, machinery, application of material such as carbon fiber and maintenance of boats.

At the end of 1997, I was a member of the Italian Alpine Troops as ski instructor. I took part in the "Strong Resolve" N.A.T.O exercise in the Polar Circle.

Five months before to be discharged, as a corporal, I have been part of military sailing team in Sabaudia main sailing center.

In this period, we have run at many sailing races as national Ims competition at Capri and international Ims challenge at Punta Ala.

driving licence

A and B, car and motor scooter owner

I authorize the use of my personal data according to Legislative Decree N°196/03

- Genova 24h April 2025
- Yours faithfully

