



# Sara Nouiouate

Account Manager

## Profile

Thorough account manager with attention to details and innate sense of diplomacy. I'm paving my path towards being an expert of the Service Sector.

## Personal Data

**Date of birth:** 05 August 1994  
**Birth Place:** Verona (Italy)  
**Citizenship:** Italian and Moroccan  
**Address:** Via Palmiro Togliatti, n. 7. Nova Milanese 20834 (MB)  
**Telephone:** (+39)3478952819  
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## Technical Competences

**Office Suite:** Excel, Powerpoint  
**SalesForce:** relationship management software  
**Looker:** visual interface to SQL for data analysis  
**Zendesk:** CR ticketing software  
**Mailchimp:** CRM platform

## Language Competences

**Italian:** Native  
**Arabic:** Native  
**English:** C2  
**French:** C1  
**Spanish:** C1

## PROFESSIONAL EXPERIENCE

### Deliveroo Italy S.R.L.

Oct. 2018 - Present

#### Marketplace+ Account Manager

- Managed a portfolio of two thousands restaurants generating €xMM in yearly gross merchandise value.
- Owned strategic initiatives to drive restaurants sales growth, with focus on promotional campaigns on both Deliveroo platform and offline, generating +100% growth in sales YoY.
- Insight generation through quantitative analysis and qualitative research
- Owned the creation of a mass communication system leveraged by the company to communicate service updates to restaurants working with Deliveroo.

### WifiAway S.L.

Feb. - Jun. 2018

#### Junior Consultant (Internship) – Madrid

- Owned the development of T&D planning
- Owned the setup of Customer Care Processes, driving increased customer satisfaction and retention
- Improvement of Zendesk usage

### Booking.com

Jun. - Aug. 2017

#### Customer Service Agent - Milan

- Connected guests and accommodations
- Handled ad' hoc customers' requests
- Managed Customer real-time support during escalations

## EDUCATION

### UC Leuven – Limburg

2017-2018

#### Master in International Business Management

**Final GPA:** Cum Laude

**Relevant courses:** Supply Mgmt, Strategy Design, Global Marketing

### Università degli studi di Milano - Bicocca

2013-2016

#### BS Intercultural Communication

**Final GPA:** 103/110

**Relevant courses:** Anthropology, Sociology, Media & Communication

### Universidad Complutense de Madrid

2015-2016

#### Erasmus Semester

## VOLUNTEERING EXPERIENCES

### Local Youth Centre – Italy (2014)

Helping Young students (1-14 years old) with homework

### Local Library – Italy (2011)

Organization of contents and users assistance