



Name: Paola Manganotti
Address: TORTONA AL – Via Sada 6
Status: Single
Place and date of birth: Verona - 11/06/1959
Mobile:0348/2209824

Education:

Degree in Languages and Modern English Literature - University of Pavia 100/110
Scientific High School Diploma in Tortona (Alessandria)

Professional Experience:

01/2021 – 11/2021 - STELLANTIS

PARTS & SERVICES ENLARGED EUROPE

Italy – RIVALTA DI TORINO

Logistic – Operational Control

Work Analysis Specialist, FCA ITALY S.P.A.

01/2013 - 31/12/2020

Region Emea – Fiat Chrysler Automobiles

Italy – VOLVERA -Turin

Parts&Service Italy - Work Analysis Specialist – PARTS&SERVICE

Ex: 1) Customer Feedback reports in particular monitoring Net Promoter Score (NPS) and others , 2) involved in wiAdvisor Project: wiADVISOR is a factory-connected tablet technology in service lane that allows service advisors to step out from behind traditional customer-service desk and get in direct contact with their customers 3) Job Cards transmission: gather data from dealers for Technical Assistance Analysis; the activity is focused on over 2400 Dealers and Subdealers 4) Training Supervisor

04/2010-12/2012

Fiat Group Automobiles

Italy – Rome

CHRYSLER Technical Service Method Specialist

I worked in close co-operation with Customer Service to provide customers and dealers with technical data, EU Standards, alternative tires, vin/label replacement, and so on. Managed official and grey market vehicles. A fee was requested for most documents. Strong increase in turnover related to homologation documents.

08/2007- 04/2010

CHRYSLER ITALIA SRL

Italy – Rome

CHRYSLER Technical Service Method Specialist

I supervised the Certifications Office in Homologation Dept. after the creation of Chrysler Italia since 2007. I supported, later, with the same responsibility, the new Homologations Managers. Managed official and grey market vehicles, providing technical data, EU Standards, alternative tires, vin/label replacement, and so on.

A fee was requested for most documents. Strong increase in turnover related to homologation documents.

06/2000 – 07/2007

DAIMLERCHRYSLER ITALIA

Italy- Rome

CHRYSLER Technical Service Method Specialist

Technical advisor, managing owner's difficult situations with official and grey market vehicles, giving technical data, EU Standards, alternative tires, vin/label replacement, and so on. Strong increase in turnover related to homologation documents.

07/1996 -05/2000

CHRYSLER ITALIA SRL-DAIMLERCHRYSLER SRL

Italy – Milan – Rome

Marketing CHRYSLER assistant and product /price Manager support.

Homologation and Product Manager assistant. Working also in technical advice and certifications for Homologation dept.

02/1996-06/1996

CHRYSLER ITALIA

Italy - Milan

CHRYSLER Supervisor Marketing and Advertising

Worked with the General Manager, responsible for the Marketing and Advertising Dept, from February to June 1996. In spring 1996, I supervised and organized the Chrysler Jeep Stand at the Turin Motor Show.

01/1992-01/1996

KOELLIKER GROUP-CHRYSLER-JEEP ITALIA IMP SPA

Italy – Milan

Marketing CHRYSLER/JEEP Assistant

Marketing Assistant, statistic and budget controller (Bozell Agency)

03/1989-12/1991

KOELLIKER GROUP- MITSUBISHI AND JAGUAR ITALIA (NORD)

Italy – Milan

Marketing MITSUBISHI\Jaguar Assistant

Statistics and Budget Controller

05/1987-03/1989

Italy – Milan

Marketing SEAT Assistant

Strategic and Events Manager's assistant, including analysis of vehicle market shares in Italy.

Qualification:

Proficient with MS Office and Internet.

A good command of English and French –upper intermediate level

Dale Carnegie Training

Have been given the opportunity by Chrysler to travel abroad to take language courses, : Edinburgh

Personal Interests

I like reading, traveling and pilates, which is my favourite form of exercise. But most of all I love the sea, I have realized my dream of learning how to sail and managed to participate in a sailing competition.

Objective

A stimulating work environment where I can show my abilities and my desire to improve.