

SAMUELE COLOMBI MANZI

Sales Operation and Development Manager with significant experience in the IT sector.
Passion for innovation



+39 348 3166363 Date of birth: 26/04/1973

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Mapello, BG

WORK EXPERIENCE

Sales Development Manager

Acer Italy

~ 2019 - Ongoing + Arese

Manager, reporting directly to the Country Manager:

- Research and development of new business areas (eBay, QVC, Auction)
- Development and maintenance of new data intelligence systems and sales Hubs
- Improvement of the efficiency of the processes and tools supporting sales and marketing teams
- Specifically for Amazon.it, search for, contractualisation and management of external agencies for the purpose of maximising the discoverability and sales of individual product lines

Sales Support Manager

Acer Italy

~ 2011 - 2018 + Arese

Manager, reporting directly to the Country Manager, supervising:

- Logistics and order fulfilment
- Promotional contributions, customer contracts, calculation of end-of-year bonuses, creation of price lists and preparation of the e-catalogue
- Consolidation and analysis of sales and market data

Product Marketing and Sales account Manager

Packard Bell Italia (bought by Acer in 2008)

~ 2006 - 2010 + Vimercate - Lainate

Manager, reporting directly to the Country Manager, supervising:

- Annual budget for product categories (Desktop, Notebook, Tablet and Monitor)
- Back-to-Back Forecast for product production
- Development and consolidation of Retail clients in north-east Italy

Customer Service Manager

Nec Computers International - Packard Bell BV

~ 1999 - 2005 + Vimercate

Manager, reporting directly to the Service Director, supervising:

- Italian Customer Contact Centre, with management of the budget, recruitment, opening hours and training
- Post-sales activity, with the help of external partners
- Upselling of value-added services (warranties, online training)
- Internal service contracts (Facility Manager ad Interim)

ACHIEVEMENTS

As Sales Development Manager

For Acer

- Developed a new Business intelligence system with the aid of MS Power BI
- Designed and created, with the support of a software house, the ACER Prospect HUB portal, profiling 2,000 new customers
- Contributed to reviewing the entire Amazon.it catalogue, with Share of Page increasing from 7% to 14% between January and August 2020

As Sales Support Manager

For Acer

- Developed, jointly with Ediel, the EDI platform for receipt of orders, reducing the registration time to 2 minutes (down from 7)
- Created the e-catalogue for sharing technical and marketing contents with all partners, reducing the use of e-mail by 90%
- Created, in MS Access, the daily analytical reports to support product and sales teams

As Product Marketing Manager and Customer Service Manager

For Packard Bell Italia

- Project leader for the development of the solution mining platform, to decrease double home call-outs by 63% and reduce the duration of technical support calls from 6 to 4 minutes
- In 2006, achieved a GKF quota of 10% on notebooks and 30% on Desktops

EDUCATION AND TRAINING

Master's degree in Performance Psychology
SUISM - Struttura Universitaria di Igiene e Scienze Motorie
[University school of Hygiene and Motor Sciences]

~ 2012 - 2013 + Turin

LANGUAGES

Italian

Native speaker



English

proficient



IT SKILLS

MS Excel / Professional

MS Access / Good

MS Power BI / Good

Word and Power Point / Good

MISSION, VISION AND VALUES

Mission

Listen to my clients, colleagues and friends to understand what they truly need.

For this reason, my approach is focused on discovery, searching for new things and satisfying the need to learn day after day.

Only by listening to others can excellent and environmentally friendly solutions be found.

Vision

Awareness of result effectiveness and efficiency are present in every project I execute.

Only in this way can I be certain to offer the highest quality to achieve the objectives.

Values

Passion – Dedication - Simplicity

STRENGTHS

International experience

Problem Solving

Creativity

intellectual flexibility to design appropriate solutions to new or more complex problems

Organisation

with a method and model oriented at achieving process objectives and the final objective

Team Management

Many years' experience

PUBLICATIONS

Da Irbaf a Fbry

[S.f.e.ra. coaching](#)

Samuele Colombi Manzi

~ 2012

<https://drive.google.com/file/d/0B4tBCJ2XyRiqRnUxV3ZiUWhIZEE/view>

Master's degree thesis

PASSIONS

Reading

Psychology

Nutrition - Physical training

Sports (qualified soccer trainer)

Dogs