

Riccardo Strobbia – Curriculum Vitae

Name: Riccardo

Surname: Strobbia

Home Address: Stradale Torino, 26
10015 Ivrea (TO)
Italy

E-mail: holdwine@gmail.com

Web: www.nastypixel.com/prototype/riccardo

Phone: +39 0125 633191

Mobile: +39 347 2112185

Nationality: Italian

Date of Birth: 28/12/1971

Marital Status: Single

Place of Birth: Ivrea, Italy

Sex: Male

WORK EXPERIENCE

Graphimedia S.r.l – Ivrea (Italy)

Back-end and Front-end developer

Design and development of Web based application and websites for clients as Ipercoop Toscana, Bravofly, Comet, Proxima among others. Design and development of social network based marketing campaign.

Progetto INDEX – Università di Sassari (Italy)

Physical Computing and Experience Design Teacher

Designing and providing lessons, text and multimedia material to students.

Domino S.r.l – Torino (Italy)

Front-end developer - January 2008 – July 2008

Web design and ajax/html development of web-based applications and web portals for clients such as Dolce&Gabbana, Juventus A.C., OM, Mares.

Freelance Designer

April 2006 – Current

Web design and development, web based software development, user experience research and design, events and communication design in collaboration with, among others, www.experientia.com and www.todo.to.it. Usability and interaction design specialist and teacher in NABA (Milan) and Univesrità degli Studi di Sassari (Sardinia, Italy).

Nasty Pixel Interaction Design Studio – Ivrea (Italy)

Advisor, April 2004 – Current

Major projects: “Touchdown!”, ”Wikipedia in Second life”, “Zen in a stone” an electronic object in the field of bio feedback; “Woopefi” a prototype of an high-quality streaming mp3 player based on Linux-Debian, in relation with wi-fi 802.11g; “Feedamass” a non-dependent data aggregator to gather web data on demand; information and software development and design for Interaction-Design Institute Ivrea in the “Instantsoup” project .

Vodafone Italy N.V. - Ivrea (Italy)

Customer Care Business Knowledge Management System Editor, 2004 – Current

Specific duties include: production of new HTML content, CSS design, maintenance of the platform, revision and update of the content; acquisition and customer support for Mediolanum, Nestlè, Credit Swiss and Ras’s sales agents; reporting and data analysis to evaluate structure KPIs.

Vodafone Italy N.V. Headquarters - Milan (Italy)

War Room Operator, 2003 – 2004

Specific duties included: monitoring call queues; writing official technical communications; resolution of various customer management issues reported by the Customer Care service; management of escalation flows from the Customer Care to the top management in case of critical issues and disaster recovery; hourly reporting to the top management.

Vodafone Omnitel S.p.A. - Ivrea (Italy)

Customer Care Operator, 1999 – 2003

Specific duties included: incoming call management and dispatching; technical and contractual assistance to corporate customers; technical and contractual support to sales force; management of mobile and landline customer technical/contractual activation.

Omnitel Pronto Italia S.p.A. - Ivrea (Italy)

Customer Acquisition Operator, 1997 – 1999

Specific duties included: consumer client activation; telephone support to retail points; monitoring and normalising anomalies and errors to allow for correct customer billing; support and leading/mentoring junior team members from outsourcing organisations.

La Libreria Snc - Ivrea (Italy)

Collaborator, 1997 -2000

Cooperated with 'Libreria Snc' (bookstore) in several projects for organizing the 'Salone dell'Umore' (Humour Show). In addition, installed a stock control information system to manage sales and stock in the bookstore and trained the staff to use it.

Cooperativa Job Centre S.c.a.r.l. - Ivrea (Italy)

Co-Founder, 1996 – 1998

Co-Founder of the cooperative 'Cooperativa Job Centre S.c.a.r.l.' providing cleaning, gardening and moving services to private customers. Involved in the day-to-day administration, staff task assignment and customer billing in addition to delivering services to customers.

City of Turin - Turin (Italy)

Miscellaneous, 1993 – 1996

Cooperative 'K2 A.r.l.': childminder within the project 'Estate Ragazzi' for children.
Cooperative 'Terra Mia S.c.a.r.l.': managed a grocery retail shop and performed administrative/logistic tasks.

THESIS AND PUBLICATIONS

Il Jazz e il Proibizionismo: possibili direzioni, in Marco Peroni, *Il Nostro Concerto*, 2001, R.C.S. Libri, Milano.

Ordine e Controllo Sociale nell'America Proibizionista – Including a study on Michel Foucault. Degree Thesis, 2003, Università degli Studi di Torino.

EDUCATION

- Master in Environmental Communication at the European Institute of Design – Turin (Italy).
- Laurea (degree) in Political Sciences: 'Social/Political – Communication and Culture' at the Turin University (Italy). Graduated with 103/110.
- Scientific/teaching diploma (A Levels equivalent) at the Scientific Liceo 'A. Gramsci' – Ivrea (Italy).

FOREIGN LANGUAGES

- English: Good written and spoken. Fluent reading and translation.
- French: Good written and spoken. Fluent reading and translation.
- Spanish: Reading.

COMPUTER SKILLS

- *OS*: Windows XP, NT/2000, Vista, Linux, Mac OS X.
- *Service/fault management 's systems*: Service Desk/Service Navigator.
- *Graphic and Web Design*: Adobe Creative Suite, Macromedia Dreamweaver, Macromedia Flash 8, Macromedia Freehand.
- *CMS*: WordPress, KMS, OSCcommerce, Zen Cart, KM, Zope.
- *Web Master*: Apache 2.0, mySql 4.1, php4 on any platform (LAMP preferred)
- *Coding*: HTML/XHTML and CSS, PHP, Action Script, Java Script, wiring, Processing

HOBBIES

- Reading/Research: Philosophy, Social Sciences (Anthropology, Linguistic and Semiology).
- Sports: cycling, sailing, soccer.
- Arts: music, cinema and literature.