

ISABELLA SANGIORGI

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Date of birth: 08th July 1969

Work permit in EU

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Engagement Manager

About me

A subject matter expert specialising in managing customer satisfaction in an innovative and forward-thinking way. Created a portfolio of diverse customer insights to report and monitor satisfaction levels.

Entrepreneurial mindset with a blend of business skills, customer focus, and leadership to guide and support organisations to achieve customer and team success. Coordinated cross-functional international project teams with a focus on people and operational development. Versatile team player with excellent stakeholder management, interpersonal and communication skills.

Skills

- Consultation and Stakeholder Management
- Analytical and Critical thinker
- Use of Engagement, Participation, Inclusion concepts
- Time and Project Management
- Working in a highly matrixed environment
- Problem-Solver, Opportunity-creation
- Highly Ethical

Competencies and Achievements

Employees Engagement Lead

- Project Lead for the Employees Engagement program with the Syngenta Foundation for sustainable agriculture.
- Orchestrated the technical assistance provided by 78 selected employees selected from different regions (Africa, Asia, North and South America, Oceania, Europe) allowed cost-saving (115 hours p/month of working hours), 568 new job creations, and impacted 35.865 lives.
- Created the Knowledge Transfer repository to allow interactions, and to create engagement of the employees and the stakeholders of the 10 African companies.
- Created the selection criteria and prevented unconscious bias to recruit the volunteers.
- Presented to Board of Executive Director progresses and results and received the CEO's recognition and approval to scale up the program to other regions and projects.
- Initiated and guided the activities of the volunteers were key to increasing market share for the African companies, improving their productivity with technical assistance, and redefining their gender policies.
- The results of the 2021 survey of the employees who volunteered showed that 92% recognized the program as a means for their skills and personal development and 100% recommended Syngenta as a company to work for, impacting their productivity and retention.

Client Management

- Championed use of customer feedback through ad hoc surveys, resulting in a 70% boost in customer satisfaction ratings.

- Leveraged existing processes, identified waste, and optimized ways of working for internal and external stakeholders resulting in increased program transparencies and reporting activities to monitor efficiency and cost savings.
- Established Business Continuity Processes, operating strategic interventions with solid knowledge transfer plans, contributing to enhanced operations and customer experience.
- Project Lead in a business-critical area that generated € 8Mio sales in 7 months.
- Implemented new logic in SAP and other interfaces to enhance forecast consumption and maintain commercial conditions determining efficiency and prompt remediation.
- Created KPIs dashboards to monitor accurately customer services activities to ensure customer satisfaction and identify areas of improvement.
- Project Lead of various initiatives orchestrated with cross-operational teams and resulting in regional impacts.
- Sustained change of the processes and systems to increase efficiency and customer service quality.
- Trained team members, new starters, and customers in newly developed programs.
- Project Lead for the enhancement of the European Stock Management Program as a tool to control sales and monitor goods in the whole end-to-end sales and delivery process.

Business Development Manager

- Directed a company's organizational restructuring.
- Maximized new market opportunities creating new B2B strategies for the marketing campaigns.
- Increased company revenue by 37% with the ideation of a new product launch.

Training and People Development

- Arranged selection and recruitment of administrative and technical resources.
- Managed teams from 3 up to 78 people from different cultures, origins, and backgrounds.
- Developed training courses and workshop packages ad hoc for internal team development and customer growth.
- Public speaker and trainer for self-help and motivation.

Work Experience:

Order Manager Expert - EAME Industrial Sales Syngenta Ltd, United Kingdom	Aug. 2017 – Mar. 2022
OTC-Senior Customer Service Associate and Master Data Expert Bristol Myers Squibb, United Kingdom	Oct. 2014 – Jul. 2017
OTC – Order to Cash/Customer Service and Logistic Kimberly & Clark, United Kingdom	Jul. 2013 – Apr. 2014
Customer Service and Team Management Betfair Limited, United Kingdom	Nov. 2010 – Jul. 2013
Member Board of Directors Remark Group Srl, Italy	Nov. 2004 – Oct. 2010
Life and Business Coach Self-Employer, Italy	Jan. 2005 – Sep. 2010
Editor, Publisher and Event Manager Full Vision snc, Italy	Oct. 1997 – Jun. 2005

Education & training courses

Social Leadership: A different approach	2021
Humanitarian Leadership Academy, United Kingdom	
Project Risk Management	2020
3 PM Academy, United Kingdom	
Operational Excellence (OPEX) Certificate	2020
Syngenta, United Kingdom	
Bachelor of Science – BSc (Hons)	2013 – 2019
The Open University, United Kingdom	
Diploma of higher education in Social Sciences	2013 – 2015
The Open University, United Kingdom	
Certificate of higher education in Philosophy and Psychology	2010 – 2013
The Open University, United Kingdom	
Master in NLP-Neuro Linguistic Programming	1998 – 1999
LINN Institute, The Netherlands	
Certificate	1995 – 1999
The Master University of Anthony Robbins, USA	

Languages

- **Italian (C2 level)**
- **English (C1 level)**
- **Spanish (B1 level)**
- **French (A2 level)**

Awards

Award for Employees Engagement Program Lead – Syngenta Foundation 2021
Award for the Innovative Implementation of the European Stock Management Programme – Bristol Myers Squibb & Accenture 2017

Additional Personal Details

Writing (self-help novel published in Italy in 2010). Focussed on human empowerment and world balance.