

Michelangelo Strazzullo

CONTACT

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SKILLS

- Client Relations
- Community Engagement
- Operations Management
- Quality Control
- Project Leadership
- Events Management
- Program Directing
- Creative Leadership
- Customer Support
- Technical Support
- Staff Engagement

BIOGRAPHY

Michelangelo Strazzullo was born in Naples, Italy, he loves to spend time crafting coffee at home, playing with his sunny puppy, taking on walks, and working out.
He has worked in the gaming industry as a community manager and accountant, and is now looking to grow his network throughout, to further refine his skills, and to form memorable bonds with customers, colleagues, and employers.
He has attended bartending school and is now eager to put his skills on the table and becoming a refined specialty drinks crafter.

OBJECTIVE

To build a tight knit community that ensures everyone has an opportunity to share ideas and successfully execute them.

TRAINING/EDUCATION

ABC BARTENDING SCHOOLS

Bartending Certificate | Tampa | 2024

WORK EXPERIENCE

COMMUNITY MANAGER/OPERATIONS

Sasinosoft Games | Tampa, FL | 2021-Present

3+ Years in Community Management

Increased yearly overall earnings by 25%.

Increased player and community member engagement by 64%

Managed and engaged with 40+ staff members

- Oversee customer support and care
- Creating engagement events
- Client relationship

- Staff Management
- Event Planning
- Oversee custom orders fulfillment
- Assist superior with assigned tasks
- Quality assurance
- Game testing
- Game development
- Working under pressure and maintaining deadlines

BOOKKEEPER AND ACCOUNTANT

Sasinosoft Games | Tampa, FL | 2020-2021

Maintain and monitor spending from the company and ensure all work is documented accurately and paid out accordingly.

- Oversee billing operations
- Daily data analyzation
- Administrative Tasks
- Excel Spreadsheets
- Word Documents
- Office 360
- Customer service

BARISTA/CASHIER (PART-TIME)

Starbucks| Tampa, FL | 2023 - Present

Serving varieties of drinks and stepping in as cashier when needed.

- Customer service and support
- Work in a fast-paced environment
- Complete orders in a timely manner
- Ensure quality on beverages, food items, and orders
- Ensure the working area is clean
- Engage in conversations with customers to establish healthy relationships
- Communicate with crewmates to maintain quality of work and sanitation, as well as keeping stations stocked up
- Follow direct orders and collaborate with management to ensure smooth operations