

# CURRICULUM VITAE

## MARRA ANTONIO CLAUDIO

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### PERSONAL DETAILS:

- Born at Arasì (RC), ITALY, on 10/12/53; Nationality: Italian;
- Civil status: Married (2 children);
- Addresses:
  - Home: Via Wildt Adolfo 5 sc 1, 20131 Milan, Tel.: ++39/02/28.40.753;
  - Office: Via Wildt Adolfo 5 sc 4, 20131 Milan, Tel./Fax ++39/02/28.22.313 (ADSL line), Mobile Phone: 333/68.40.933;
- V.A.T. Reg. No.: 11688980157.

### EDUCATION:

- Primary School at Arasì, Italy;
- High School at Buenos Aires (Argentina), "Bachiller Nacional" diploma;
- National Tech. University (Buenos Aires), degree: Electronic Engineer.

### POST-DEGREE COURSES:

- Leadership Through Quality at Xerox Argentina ICOSA;
- Languages EASYTREV, MIAS and QBASIC (as above);
- Utility programs EXCEL, PC SUPPORTS (as above);
- Interpersonal relations (as above);
- Professional System Seller (as above);
- LOTUS 1-2-3, in Microsistemas (Buenos Aires - RA);
- DBASE IV, (as above);
- ENGLISH at Beroldo and Brianza council school (Milan);
- ENGLISH at Hammersmith & West London College (London).

### TEACHING:

- BASIC language, at M. Moreno Institute of Buenos Aires;
- MIAS language, at Xerox Argentina I.C.S.A.

### LANGUAGES:

- Italian (Written and spoken perfectly);
- Spanish (Written and spoken perfectly);
- English (Excellent written, excellent spoken);
- French (School level).

### TRANSLATING/INTERPRETING (SPANISH - ITALIAN - ENGLISH):

- Register of Engineers and Experts of Milan Chamber of Commerce n. 1703;
- Register of Technical Consultants of Milan Law Court: n. 8997;
- Membership of AITI (Associazione Italiana Traduttori e Interpreti): n. 206014.

**Insurance:** Professional Liability (Aurora Assicurazioni)

**Companies:** CARMAR SRL (Concordia sul Secchia – MO); CASATI MACCHINE S.R.L. (Marnate – VA); CMC Italia S.R.L. (Cusano milanino - MI); CONSORZIO EXPORT LEGNANO (Legnano – MI); FTC (Milan); GELCO di CORRADI FRANCO (Rosate – MI); HARDY CLASSIC S.p.A. (Milan); TECNOMAGNETE S.p.A. (Milan); REMMERS BAUCHEMIE GmbH (Germany); SERENISSIMA RISTORAZIONE S.p.A. (Vicenza); TECNOPOST S.p.A. (Milan); TECRESA (Spain).

**Industrial Property:** Ing. A. AUSSERER (Bolzano); BREMA S.R.L. (San Marino Republic); BUGNION S.p.A.; DRAGOTTI & Associati S.R.L. (Milan); INTERPATENT S.R.L. (Turin); INVENTION S.R.L. (Bologna); MITTLER (Milan); Dr. Riccardo Martini (Prato).

**Translation Agencies:** CTI (Communication Trend Italia) (Milan); Friend Traduzioni (Milan); G&B Language service snc (Cerro Maggiore – MI); International Corner (Turin); Intertrad (Bassano del Grappa – VI); International Language School srl (Milan); Logofax (Monza - MI); M.G.R. (Milan); Multimedia Service (Villa d'Alme - BG); Punto Lingue (Udine); Studio ASCI (Crema); Studio Linguistico London Eye srl (Settimo Milanese – MI); Studio Queens (Milan); Trans-Edit Group (Milan); ZeroOne Translations (Milan).

**Consulate of** Argentina, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela.

**E-mail:** ingmarra@tin.it.

**Software:** Adobe PageMill, Trados, WordPerfect, Word x Windows, Excel, PowerPoint, Works, Interleaf, FrameMaker, Photo Deluxe, Visio.

**Hardware:** ACER TravelMate 433LM – ACER Aspire 9110, Multifunction laser - RICOH Aficio FX 200, Dictaphone Sony and Pillips (normal and minicassettes).

**Field:** Balance Sheets; Telecommunications, Pay-station telephones, Software, Impedance Meter, Audiometer, Business, Electronics, Mechanical Engineering, Container elevators, Glass industry, Legal (agreements, birth certificates, marriage certificates, powers of attorney; etc.), Bicycle races, Dental instruments, Lighting, Motorway Tenders, Product Safety Cards, Linking Machines, Patents to be presented in Argentina, Chile, Colombia, Italy, Mexico, Spain and Venezuela, Furnishings, Pompeii Project, Electro permanent magnetic systems, UNI (Unione Italiana Vini) forms, etc.

## **JOBS:**

### **AFTER-SALES/SALES ENGINEER MANAGER**

- **Period:** 15/1/92 to 14 March 1994; Direct superior: General Manager;
- **Company:** S.P.H. Elettronica S.p.A.
- **Activity:** sale of electronic instruments and graphic peripherals, especially strain meters, signal conditioners, transducers, recorders, plotters, laser and ink-jet printers;
- **Address:** Via Giacosa 5, 20127 Milan - ITALY.

#### **JOBS DONE:**

- Supervision of technical area and warehouse;
- Laser and ink-jet printer technical manager;

- In charge of technical and business information flow for Sharp in Germany and Kyowa and Graphtec in Japan;
- Dealer engineer technical update courses;
- Analog product offer compilation (strain gauges, pressure transducers, accelerometers, torquemeters, recorders, signal conditioners, etc.);
- Sharp product offer presentation (laser and ink-jet printers).

#### **AFTER-SALES SUPERVISOR**

- **Period:** October/1990 to October/1991; Direct superior: Sales Manager; directly in charge of a group of 11 people;
- **Company:** SUMPEX S.A.
- **Activity:** Sale and after-sales servicing of photocopiers and facsimiles;
- **Address:** Suipacha 190 p. 4 Buenos Aires - ARGENTINA.

#### **JOBS DONE:**

- Supervision of 7 field technician;
- Machine and spare part requirement planning;
- Incentive programming for field and workshop engineers through QBASIC;
- Human resources and logistics planning for after-sales service;
- Selection of personnel for the Technical Service area;
- Requirements Logistics Consultancy;
- Software requirements Systems Department Consultancy.

#### **PLANNING AND MANAGEMENT CONTROL ANALYST**

- **Period:** (1985-1990); Direct Superior: Sales Manager;
- **Company:** XEROX ARGENTINA I.C.S.A.
- **Activity:** Sale of graphic reproduction machines, especially photocopiers, facsimiles, memorywriters and laser printers;
- **Address:** Jaramillo 1595, Buenos Aires - ARGENTINA

#### **JOBS DONE:**

- Physical business planning (3000 machines/year);
- Economic planning according to physical business (US\$ 20,000,000/year);
- Debt and guarantee level control of distributor network;
- Comparative analysis of sell-in/sell-out activity of distributors in relation to all product lines;
- Administration of sales competitions at national level;
- Analysis of planned business differences;
- Design and programming (DBASE IV) of scheduled purchasing from distributor network.

#### **TECHNICAL PROGRAMMING ANALYST**

- **Period:** 1980-1985; Direct superior: After-Sales Manager;
- **Company:** XEROX ARGENTINA I.C.S.A.

#### **JOBS DONE:**

- **Creating parameters for expendable materials sales (US\$ 600,000/month);**
- **Analysis of After-Sales variables;**
- **Analysis and report of deviations and causes;**
- **Co-ordination with the Systems Department for the requirements and Software Base Case;**
- **Processing of reports for company Management;**
- **Programming with language BASIC on PC;**
- **Manpower calculation;**
- **Translation of technical manuals (from English into Spanish).**

### **TECHNICAL SERVICE REPRESENTATIVE**

- **Period:** 1974-1980; **Direct superior:** Technical Service Supervisor;
- **Company:** XEROX ARGENTINA I.C.S.A.

#### **JOBS DONE:**

- **Photocopier after-sales service and maintenance;**
- **Installation and conversion of photocopiers;**
- **Customer assistance Group leader.**

**NOTE:** In 6 years I won 3 annual "Xerox President Club" awards representative of compromise and good ideas for upgrading customer service during course of current year.

### **COST ANALYST**

- **Period:** December/1970 to April/1974;
- **Direct superior:** Cost Department Manager;
- **Company:** BONAFIDE S.A.I.C.
- **Business:** Production and sale of food products;
- **Address:** Gavilán 1055, Buenos Aires - ARGENTINA

#### **JOBS DONE:**

- **Direct cost analysis and accounting;**
- **Export cost analysis;**
- **Economic - financial analysis;**
- **Systemisation of direct cost accounting.**