



Nicola Mancosu

CUSTOMER EXPERIENCE · COMMUNICATION · DIGITAL PRODUCTS

People-focused professional with experience in customer support and fast-paced hospitality. I turn listening and observation into clear communication, practical solutions and simple, thoughtful digital products.

INFO

BASE
Vienna, Austria

LANGUAGES
Fluent Italian · Fluent English · Basic German

EMAIL
nicolamancosu.personal@gmail.com

EXPERIENCE

18 FEB 2025 - PRESENT
VIENNA, AUSTRIA

Waiter & cash handling
Pizzeria Lievito 48 am Markt

Support guests in person and by phone; coordinate table, takeaway and delivery orders; serve drinks and manage the till. Collaborate across front-of-house and kitchen, monitoring stock, cleaning and HACCP standards with autonomy and attention to detail.

10.2022 - 01.2025
VIENNA, AUSTRIA

Waiter & Bartender
Via Toledo Enopizzeria

Managed service for up to 250 customers a day, bar operations and inventory in a fast-paced environment. Strengthened communication, adaptability, precision and teamwork.

2020 - 2021
CAGLIARI, ITALIA

Samsung Customer Support
Specialist · Concentrix

Provided Samsung support by phone, chat and email, translating technical problems into clear guidance and adapting communication to different needs. Consistently met quality targets.

SKILLS

Communication & people

Clear, empathetic communication
Listening, observation and customer orientation
Relationships in fast-paced environments

Product & method

Organisation and adaptability
Problem-solving and critical thinking
Curiosity, precision and continuous improvement

Languages

Italian · Fluent
English · Fluent
German · Basic

EDUCATION

ONGOING

VIENNA, AUSTRIA

Product, technology & design · Independent study

Independent study and UI/UX courses applied to personal projects and people-centred digital products, from the initial idea to the final experience.

09.2012 - 08.2017

CAGLIARI, ITALIA

Surveyor · Technical Institute “E. Mattei”

Graduated with a score of 74/100.