FEDERICO CORDERA

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EXPERIENCE

07/16/2019 – 06/30/2022

PRODUCT OPERATIONS MANAGER, RISE INTERACTIVE

Management of Operations, Administration and Tech Support for the Connex platform. Leadership and supervision of the Technical Team

Responsibilities:

- Leadership of the Connex Tech Support Team
- Case documentation and follow-up supervision
- User Administration Supervision
- Building individual and group performance reports
- Complaints and Case Escalation management
- Management of user feedback and feature requests
- Team vacations and time-off coordination

08/22/2016 – 02/01/2019

GAMING AND TECH SUPPORT REPRESENTATIVE, 5CA ARGENTINA

Customer and Tech Support services for CCP Games, acting as Game Master for the games EVE Online, EVE Valkyrie, Warzone and Sparc

Resonsibilities:

- Managing and documenting questions and complaints from the players
- Providing tech support for the game performance both in-game and hardware
- Managing payments and refunds for subscriptions and in-game items

EDUCATION

2010 - 2014

SOUND ENGINEERING, BERKLEE COLLEGE OF MUSIC

2004 - 2008

MUSIC PRODUCTION, UNIVERSITY OF LA MATANZA

2000 - 2004

SYSTEMS TECHNICIAN, ARGENTINIAN INSTITUTE OF INFORMATICS (IAC)