

ANDREA GOTTARDINI

Senior Manager – Customer Service

Location: Bolzano, Italy

Company: IDV Defence Vehicles Spa

Extensive experience in After-Sales, Quality and Logistics in Defence Vehicles sector.

Professional Experience

05/2023 – Present | Head of Customer Service – IDV Defence Vehicles

Leadership of Customer Service operations.

01/2022 – 04/2023 | Customer Service AMS Multirole & Truck – Iveco Defence Vehicles

Ensure correct, complete and timely assistance service for IDV and Astra vehicles.

07/2015 – 12/2021 | Customer Service Roe & Export – CNH Industrial – Iveco Defence Vehicles

Ensure service quality and customer satisfaction aligned with company standards.

01/2015 – 06/2015 | Customer Service Export – CNH Industrial

Define service network, training, repair management and after-sales policies.

12/2009 – 12/2014 | Customer Service – CNH Industrial

Service network management, customer issue resolution, after-sales contracts.

01/2009 – 11/2009 | Product Quality Specialist – CNH Industrial

Audits, corrective actions, quality interface with customers.

05/2005 – 12/2008 | Quality Specialist – Iveco

Quality Systems, audits, continuous improvement.

01/2005 – 05/2005 | Teacher – Ministry of Education

Technical Institute Teacher.

Education

Master's degree in engineering (Materials Engineering) – University of Trento, 2004

Technical Industrial High School – Bolzano

Skills

Languages: Italian (native), English (fluent), German (advanced), French (intermediate), Spanish (intermediate), Russian (intermediate)



Firmato digitalmente da:

Gottardini Andrea

Firmato il 26/05/2026 15:54

Seriale Certificato: 5278007

Valido dal 22/12/2025 al 22/12/2028

InfoCamere Qualified Electronic Signature CA