

# Stefano Pio Fabiano

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born: July 28, 2000



## Key qualifications

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- 2.5 years of experience in technical support in enterprise environments
- Passionate about improving workflows through automation and technology
- Skilled at troubleshooting under pressure and managing multiple tasks
- Strong communication skills in English; currently learning Norwegian (A2)
- Experience with enterprise systems like ITSM (ServiceNow), with interest on learning CRM programs
- Supportive and cooperative team member, contributing positively to a friendly work environment
- Knowledgeable in PowerShell, Oracle SQL, and PL/SQL for structured database management
- Fast learner, able to adapt to new software tools quickly

## Education

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- Dec 2020–Jul 2022 Higher Technical Diploma in Software Development (EQF level 5)**  
Applied OOP in Java, used JDBC for database integration, and developed websites with HTML, CSS, and JavaScript.
- Sep 2014–Jul 2019 High school diploma in Business Information Systems, Manfredonia (FG)**  
Fokus på bedriftsadministrasjon, webutvikling og databasehåndtering.

## Experience

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**March 2025 - Runner, Oslo Streetfood, Oslo, Norway**

Maintain cleanliness in the food area by clearing trays, cleaning tables, and disposing of trash. Assist customers with seating and keep the space tidy.

**August 2022–January 2025 IT Support, Exprivia spa Molfetta (BA)**

Provided technical support in a fast-paced banking environment, collaborating with teams to resolve bugs and implement changes. Developed automation

scripts to optimize tasks and managed ticketing processes to ensure efficient issue resolution with my team.

**May 2021– July 2022    Waiter, Pizzeria Miramare, Manfredonia (FG)**  
Took orders , served food and drink , handled payment . Ensuring welcoming and fluent service in coordination with the kitchen .

## Other

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**Language**    **Italian** native speaker  
**English** fluent  
Currently learning **Norwegian (A2)**

**Courses**    **Norwegian Course A1**, InLearn, Nedre Slottsgate 25, 0157 Oslo - Jan 2025 – Feb 2025

**Interests**    Chess, outdoors, social events, learning about different cultures

**References**    Available upon request