

## WORK EXPERIENCE

### Freelance Content Writer

10/2018 – Present

- Technical, travel and entertainment content writer.

### Senior online product specialist, workflow lead and Assistant Team Leader

Accenture Services | 11/2017 – 09/2018

Arvato CRM Solutions | 08/2016 – 10/2017

- Optimizing clients' advertisement campaigns to achieve best results for the client
- Supporting Customers via chat, email and phone channels. Troubleshooting their issues and providing marketing and practical solutions. Handling up to 30 calls and 20 chats per day
- Cleaned up a thousands cases backlog twice
- Interviewing potential candidates for the role
- Preparing and presenting results for the client
- Managed a team of 15+ members, on and off site
- Reporting bugs and assisting with installation of hardware (Chromebooks and Windows) and software (ChromeOs, Windows and setting up accounts) for the whole team

### Content Writer

Agencja Whites | 11/2017 – 02/2018

- Technical writer of seo-optimized content
- Researching best keywords for customer with Google Ads Keyword Planner and SEMRush

### Partnership Manager

Sporticos | 03/2016 – 05/2016

- Social Media Manager for the employee's italian market. Handling an average of 10 partnership requests and queries per day

### Python and Go Developer

Own company | 2002 – 2016

- Developed the cryptographic backend for the browser add-on Openfaux using the Python language
- Worked on multiple private projects involving the use of the Python and Go languages for my own company

### Computer Technician

Tufano Electronics | 2005 – 2008

- Selling and repairing computer hardware, set up software, upgrading computer components and software when necessary
- Handling customers' requests on site and by phone, setting up and maintaining a 5+ computers LAN

## EDUCATION

### Javascript Algorithms and Data Structures

Freecodecamp | November 2018 – March 2019

### Responsive Web Design Certification

Freecodecamp | March – November 2018

### Google Adwords Fundamentals

Google | August 2016

### Diploma in Computer science

Istituto Tecnico Industriale Statale, Naples, Italy | 1995 – 1999

- Learnt C programming language, OOP concepts using the Python programming language
- Studied Windows Operating System and history of the Unix-based Operating Systems as Linux, MacOS and Bsd
- Obtained a deep understanding of the TCP/IP and server/client protocols (SSH, FTP, HTTP(S), SMTP, POP3, IMAP, Telnet)



# GIANLUCA FIORE

### Developer, blogger and content writer

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## HELLO THERE!

My personal and professional experience is divided in two blocks: code and words. During the first part of my career, I focused on IT support, while developing smaller projects during my free time.

As a consequence of my favourite hobby, books, I dived into content writing, centered on SEO content and practices. This resulted in professional collaborations and multiple projects and two books.

Presented with the opportunity to work for the biggest search engine in the World, I seized it and focused on marketing, SEO and online advertising, while managing a 15+ team and taking charge of the technical aspects of the role, once again dealing with hardware and software (ChromeOs, Windows).

## LANGUAGES

Italian (native)  
English (C2)  
Spanish (B1)  
Portuguese (A2)  
Polish (A1)