GIANLUCA FIORE

DEVELOPER AND DEVOPS ENGINEER

CAREER SUMMARY

I am a Linux and DevOps engineer with a Python and Go background and managerial experience

PUBLICATIONS

- **Your First Year In Code** (2019): A complete guide for new & aspiring developers
- **How To Travel Solo** (2019): a complete guide for new and aspiring solo travellers

PROFESSIONAL SKILLS

Python
Go
JavaScript
SQL and noSQL databases
Lua
HTML5
CSS3
jQuery
Bootstrap
Networks
Linux
Unix
Bash
Git
Docker
Ansible
Terraform
AWS

HOW TO CONTACT ME

Email: gianlucafiore@fountainpencreator.com
Phone: +48 792401643
Website: www.gianlucafiore.it
Github: github.com/Donearm

WORK EXPERIENCE

Senior online product specialist, workflow lead and Assistant Team Leader

Arvato CRM Solutions

- 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
- 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

Python and Go Developer

Own company

Working mainly on Linux (Red Hat, Ubuntu, Debian) systems
Projects involved:
- Querying SQL databases
- Retrieving JSON responses through REST APIs
- Shell automation
- Shell scripting of image editing tasks
- Reimplementing Unix basics as libraries in Go and Lua
- Automating file conversions
- Writing HTTP servers to local developments and testing
- Symmetric and asymmetric key-based encryption
- Writing backup scripts, locally and through network protocols (FTP mainly)
- Analyzing networking statistics
- Writing and testing Ansible playbooks for quick Cloud deploying

EDUCATION

Javascript Algorithms and Data Structures

Freecodecamp

Responsive Web Design Certification

Freecodecamp

Google Adwords Fundamentals

Google

Diploma in Computer science

Istituto Tecnico Industriale Statale, Naples, Italy

- 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)