

WORK EXPERIENCE

Customer Support Specialist

Revolut, 01/2019 - 04/2019

- Supporting Customers via chat. Troubleshooting their issues and providing marketing and practical solutions

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
- Multiproduct technical support
- Interviewing potential candidates for the role
- Preparing and presenting results for the client
- Team management
- Reporting bugs and assisting with installation of hardware (Chromebooks and Windows) and software (ChromeOs, Windows and setting up accounts)

Content Writer

Agencja Whites | 11/2017 - 02/2018

- Technical writer of seo-optimized content
- Researching best keywords for customer

Partnership Manager

Sporticos | 03/2016 - 05/2016

- Contacting possible partners, selling the product and keeping partners' interest high in the partnership
- Handling all the aspects of Social Media presence of employee for the Italian market

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

- Understanding customer needs and providing solutions to reported issues
- Selling and repairing computer hardware, set up software, upgrading computer components and software when necessary
- Sales assisting



GIANLUCA FIORE

**Developer, blogger and
customer care specialist**

HELLO THERE!

I'm a mixologist of code and words. When not writing seo-optimized content or code, I'm a lifelong learner, striving to understand the best I can the technologies I work with

MY JOB SKILLS

- HTML(5) and CSS(3)
- Javascript
- Bootstrap
- Wordpress
- Python
- Go
- SQL and noSQL databases
- SEO and online advertising (Google Ads)
- Windows and Linux
- Git
- Reliable and professional
- Organized
- Time management
- Team management
- Team player
- Eager to learn
- Motivated
- Self-learner

LET'S GET IN TOUCH!

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W: www.gianlucafiore.it

Github: <https://github.com/Donearm>

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)

LANGUAGES

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

MY INTERESTS

- Reading
- Traveling Around the World
- Writing articles for my blog
- History
- Learning new languages

I hereby agree for processing my personal data, included in my application for a job, for the purposes of recruitment process, according to the Data Protection Act of 29 September 1997, unified text published in the Polish Journal of Laws (Dziennik Ustaw) of 2002, no. 101, item 926, later amended.



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