WORK EXPERIENCE

Customer Support Specialist

Revolut, 01/2019 – 04/2019

- Supporting Customers via chat. Resolved 105% of the weekly target over multiple months

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 AES backend for the browser add-on Openfaux
- Self-taught Go, Python and JavaScript. Worked on multiple private projects involving the use of the Python and Go languages for my own company
- Kept studying Linux, DevOps practices and security

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)
- Learnt the basics of SQL and noSQL databases

GIANLUCA FIORE

DevOps, blogger and customer care specialist

HELLO THERE!

I'm a mixologist of code and words. When not writing seo-optimized content, managing systems or code, I'm usually found learning new technologies and striving towards constant self-improvement

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

LET'S GET IN TOUCH!

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