WORK EXPERIENCE

Freelance Content Writer

10/2018 – Present

- Technical, travel and food content writer, specializing in B2B and B2C travel and coffee niches.

Python and Go Developer

Own company | 2002 – 2018

- 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, SQL and noSQL databases, JavaScript UIs and implementing DevOps practices.

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
- 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

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, DevOps engineer and content writer

P: +48 792401643
E: fioregianluca@gmail.com
W: www.gianlucafiore.it
G: https://github.com/Donearm

SKILLS

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

LANGUAGES

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