Francesco Giuseppe Leccese

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Front End Developer and Doctor in *Marketing and Business Communication* with six years of experiance working in an ICT company. I have completed my Bachelor's Degree in Marketing and Communication at "Università degli Studi di Bari" (Faculty of Economics and Commerce) and attended 1000+ hours coding bootcamp to learn new languages while sharpening existing skills. Ready to apply my passion for coding to a talented engeneering team to develop quality solutions. Enjoy working closely to team members to ensure workloads are effectively redirected to bottlenecks and personally picking up the slack when necessary. With passion for both personal growth and for web development.

Work Experience

12/2023 – ongoing

FRONT END DEVELOPER internship at **Developing.it** (Bari - Italy)

01/2023 – ongoing

FRONT END DEVELOPER (freelance)

My portfolio webpage: https://franekdev-portfolio.netlify.app
My github profile: https://github.com/Franek-86

08/2022 – 12/2022

IT CUSTOMER SERVICE TEAM MANAGER at **Fujitsu** (Łódź - Poland)

- Coordinate the service desk team members in their daily duties of attending to clients who come to make inquiries and facilitate good customer service culture in team members
- Evaluate and assess service delivery performance metrics and carry out survey on clients to weigh the level of service delivery in the company
- Keep record of daily operations at the desk for tracking of customer needs, services rendered and future reference
- Create a mode of operations to be adhered to by team members in order to maintain good routine and orderliness

- Delegate specific service desk responsibilities to team members to create specialization and increase service delivery pace
- Review all client complaints, rectify issues and liaise with appropriate departments to handle complex issues in a bid to provide more effective solutions
- Observe service desk operation techniques to determine how effective they are and implement new techniques when old ones are ineffective

09/2019 – 07/2021

IT CUSTOMER SERVICE EXPERT TECHNICIAN at **Fujitsu** (Łódź - Poland)

FUJITSU

- Analyze and resolve customer concerns and problems, diagnose the root cause, and document interactions.
- Provide on-call and ongoing troubleshooting, technical, and hardware advice and suggestions.
- Support remote and local upgrades, installations, and maintenance.

09/2017 – 08/2019

IT CUSTOMER SERVICES AGENT at **Fujitsu** (Łódź - Poland)

FUJITSU

- Providing IT support to users located worldwide
- Handling of company's high severity impact incidents
- Constant and enthusiastic participation to internal trainings (Excel, Networking, Assertive communication, ITIL, Time Managing)

12/2016 - 06/2017
SENIOR ACCOUNTING ASSOCIATE in AP departamnet at **DXC Technology** (Łódź - Poland)

DXC
DXC.technology

- Accounts Payable in JDE
- Invoice processing, handling invoices from the arrival to post.

01/2016 – 11/2016

JUNIOR ACCOUNTING ASSOCIATE in AR department at **CONDUENT** (Łódź - Poland)

CONDUENT

- Account Receivable in SAP
- DD/DC proposals
- MEC reporting according to strict directivess

09/2015 – 11/2015

CUSTOMER SERVICE ADVISOR SouthWestern Business Process Services Poland Sp. z o.o

02/01/2012 – 20/05/2014

ASSISTANT PRODUCER MEC Produzioni (Bari - Italy)

MEDIASET

- Assistant producer of a prime time television programme "Striscia La Notizia".

- Handling production of televised reports aired by Mediaset S.p.a on the Italian national channel "Canale 5". (2 years)

Education

- Responsive Web Design (freeCodeCamp.org certification) （🔥）
- JavaScript Algorithms and Data Structures (freeCodeCamp.org certification) （🔥）
- HTML&CSS Tutorial and Projects Course 2023 (Flexbox&Grid)(Udemy certification)
- Javascript Tutorial and Projects Course (2023)(Udemy certification)
- React 18 Tutorial and Projects Course (2023) (Udemy certification)
- Node Tutorial and Projects Course (2023) (Udemy)
- Marketing and Communication Bachelor's Degree at "Università degli Studi di Bari"
- IC3 Internet and Computing Core Certification
- Certificate of Attendance accredited by The British Council
- "Development of film product" education course at A. S. FORCINEMA (Rome - Italy)
- High School Diploma in Science at "Liceo scientifico Enrico Fermi" (Bari - Italy)

Computer Skills & Languages

- HTML5
- CSS3
- SASS
- BOOTSTRAP
- JAVASCRIPT
- VANILLA.JS
- REACT.JS
- NODE.JS
- MONGODB
- GIT
- MS Office programs (Excel, Word, PowerPoint, Outlook)
- Italian language (native)
- English language (fluent)