



Marco Dalprato

Software Developer

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Italy

Date / Place of birth
06/12/1990 / Faenza

Driving license
B

Nationality
Italian

Profile

I'm a passionate Full Stack Web Developer with over 11 years of experience, dedicated to collaborative teamwork and continual learning. Adept at navigating the dynamic landscape of web development, I bring a wealth of expertise to contribute to innovative projects and embrace emerging technologies.

Employment History

Software Developer at Arteco Global

11/2020–Present

Collaborate with a team of developers to design and implement software solutions for video surveillance systems. Utilize programming languages such as JavaScript, nodeJS and the MERN stack in order to create user-friendly interfaces and enhance system functionality. Conduct testing and debugging to ensure the smooth operation of software applications. Stay up-to-date with industry trends and technologies to continuously improve software development practices.

- Developed and implemented new features for video surveillance software, resulting in enhanced functionality, improved user experience and increasing product appeal..
- Performed code reviews and provided feedback to ensure code quality and adherence to best practices.
- Improved the CI/CD for product realese by reducing time waste during building tasks using tools Jenkins/Github and Github Actions.
- Slashed the integration time 50/600% by standarizing the communication protocol between the software and the third part integration using JSON and RestAPI.

Customer Support Manager at Arteco Global

09/2011–11/2020

Oversaw customer support operations and managed a team of support representatives to provide timely and effective assistance to customers. Developed and implemented processes to streamline support operations and improve customer satisfaction.

Collaborate with a team of developers to design and implement software solutions for video surveillance systems. Conducted training sessions for

Links

[Personal Website](#)
[LinkedIn Profile](#)

Skills

NodeJS	5/5
Javascript	5/5
SCSS	4/5
Software Development	5/5
Customer Support Management	5/5
MongoDB	4/5
Docker	3/5
K8S	2/5
MERN	4/5
Git	5/5
React	5/5

Languages

Italian	Native speaker
English	Highly proficient

Courses

EF SET Certificate at EF SET
03/2023–03/2023
AWS Training Certification at AWS
02/2019–02/2019

Hobbies

support staff to enhance their product knowledge and customer service skills.

- Implemented a new ticketing system that improved response times and customer communication by reducing time wast and improving customer quality.
- Established and maintained strong relationships with key customers, earning their trust and loyalty.
- Analyzed customer feedback and identified areas for improvement in products and services.
- Developed and delivered training programs for support staff, enhancing their technical skills and customer service abilities.

Reading, Traveling, Gardening, Video
Gaming, Tech/Computers, Cooking

Electrical Technician at Iemca

09/2011–09/2011

During an exciting one-month internship at Ponzi Infissi, a renowned international company, I had the opportunity to immerse myself in the world of industrial control and automation. As an Electronics Assembly and Testing Intern, I played a pivotal role in assembling, meticulously testing, and approving cutting-edge electronic circuit boards and electrical panels.

Electrical Technician at Ponzi Ingressi Infissi

06/2009–06/2009

During an exciting one-month internship at Ponzi Infissi, a renowned international company, I had the opportunity to immerse myself in the world of industrial control and automation. As an Electronics Assembly and Testing Intern, I played a pivotal role in assembling, meticulously testing, and approving cutting-edge electronic circuit boards and electrical panels.

Education

Electronics and telecommunications, ITIS L.Bucci, Faenza

01/2007–12/2011

High School Diploma, specialization in Electronics and telecommunications with an evaluation of 80/100. Thesis regarding industrial home automation applied to a USB-controlled automation arm.