






FRANCESCO MICCIO RESUME

Website

CONTACT

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-  London, Hackney
-  GitHub
-  LinkedIn

SKILLS

- Rapid adoption of new technologies
- Problem-Solving
- Teamwork and Collaboration
- Customer Service
- Communication (Verbal & Written)
- Attention to Detail
- Multitasking
- Technical Support & Troubleshooting
- Empathy
- Flexibility
- Engaged in IT infrastructure tasks, including network management.
- Widows 11
- Office (Excel, Word, Power Point)
- Collecting data and information
- Problem-solving and decision-making
- Knowledge of the TCP/IP and common networking protocols
- Training and teaching others
- Documenting and recording information

PROFILE

From managing guest experiences to solving complex technical challenges, I've built my career on understanding user needs. My journey through hospitality to IT support led me to discover my passion for coding, completing the intensive Makers Academy bootcamp. Combining sharp problem-solving abilities with CompTIA and Microsoft certifications, I bring both technical expertise and a unique user-focused perspective to software development.

WORK EXPERIENCE

- **Birkbeck University** (2023 - PRESENT) LONDON
Facility Assistant (Part-Time)
Self-Driven Learning & Makers Bootcamp
 - Completed an intensive software development bootcamp, gaining foundational coding skills.
 - Continued with self-guided studies in web development, focusing on building and deploying responsive web applications.
- **Vicivision S.P.A (Metrios)** (2021 - 2023) ITALY
Customer Support Programming Service
 - Provided technical support for software and programming-related inquiries, offering tailored solutions to customers.
 - Collaborated closely with the development team to swiftly troubleshoot and resolve software issues.
 - Conducted training sessions to ensure clients' proficiency in utilizing our technology products.
 - Delivered specialized service to TetraPak, overseeing the control of packaging and calibration of Metrios Measuring machines across their global factories.
- **Captini Social WiFi** (2019 - 2021) LONDON
IT Support Specialist
 - Delivered comprehensive IT support, specializing in network and connectivity solutions.
 - Expertly diagnosed and resolved technical issues associated with WiFi services, ensuring uninterrupted operation
- **Betway Group** (2019 - 2021) LONDON
IT Internship
 - Engaged in IT infrastructure tasks, including network management, Active
 - Directory administration, and Windows 10 support.

WEB DEVELOPMENT SKILLS

- HTML
- CSS
- Bootstrap 5
- Tailwind
- WordPress Custom Theme
- PHP
- JavaScript
- Python
- Git Version Control
- Test-Driven development
- Object-Oriented Programming
- Debugging with Pair-Programming
- SQL Database
- Hosting Web Applications

LANGUAGES

- English (Fluent)
- Italian (Mother Tongue)

HOBBIES AND INTERSTS

Investing and trading in stocks and cryptocurrency.

Web and Software development

I enjoyed travelling to Australia, Thailand, U.S.A, and Costa Rica.

Boxing and cycling are the sports that I practice weekly

- **Compass Group UK** (2014 - 2017) LONDON
Hospitality Supervisor
- **Braden Italian Designers s.r.l** (2009 - 2013) ITALY
Electrical And Refrigeration Systems Engineer
- **MPS Personal Bank** (2007 - 2009) ITALY
Financial Advisor

EDUCATON

High School Diploma in Engineer of the Electric and Electronic Industries, Institute of Technology Umberto Pomilio of Chieti Italy.

COURSES AND QUALIFICATIONS

- **2023:** Makers Software development bootcamp founded by the Department of Education (DfE)
- **2018/2019:** CompTIA A+ |Windows server 2012r exam 70-410| Windows 10 MCSA | CCNA
- **2015/2016:** ESOL L1 functional Skills Tower Hamlets College.
- **2012:** Restaurant and bar furnishings and interior design in Braden s.r.l Pescara Italy.
- **2005:** Financial advisers Register Bar in CONSOB (Italian Security Exchange Commission)