

Backend Developer with a Diploma in Software Development from Code Institute and a background in cybersecurity and IT infrastructure. I have knowledge of Python, Django, Flask, JavaScript, and databases (SQL/NoSQL), along with basic experience in cloud technologies and version control (AWS, Git). Fluent in Italian and English, with experience working across European markets. I am eager to apply my skills, keep learning and contribute to a dynamic development environment.

TECH STACK

Python, Java, Django, Flask | JavaScript, HTML, CSS | MongoDB, SQL, NoSQL | AWS, Git, GitHub | Cybersecurity & IT Infrastructure

EXPERIENCE

- Pharmaconex LTD | Dublin, Ireland

January 2021 - Present

IT & Cybersecurity Support

 - Manage the company's IT infrastructure, including server configuration, maintenance, and troubleshooting.
 - Oversee cybersecurity protocols, ensuring data protection, monitoring antivirus systems, and preventing security breaches.
 - Act as the main contact for third-party software providers, handling security updates and issue resolution.
 - Assign role-based access permissions, ensuring compliance with data protection regulations.
 - Provide technical support, troubleshooting IT issues and responding to employee and client requests to ensure system efficiency.
- Cook Medical Europe | Limerick, Ireland

March 2019 - May 2020

Technical Support Representative

 - Managed hospital inquiries and orders, ensuring timely delivery of surgical devices.
 - Resolved technical product issues and guided medical staff through troubleshooting processes.
 - Trained and supported new hires, improving onboarding efficiency and internal procedures.
- UPS | Dublin, Ireland

February 2017 - February 2019

Enterprise Credit Controller

June 2018 - February 2019

 - Managed end-to-end financial support for Philips across Europe, handling invoicing discrepancies, payment issues, and high-priority escalations.
 - Acted as the key contact for financial operations, ensuring a seamless resolution process and maintaining strong client relationships.

Billing Customer Service


February 2017 - June 2018


 - Resolved billing inquiries for key accounts, ensuring first-contact resolution while maintaining accuracy and efficiency. Successfully processed 76 cases without errors, which led to a promotion.
 - Handled invoice adjustments and dispute resolutions, coordinating with internal teams to streamline processes and improve response times.

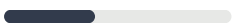
EDUCATION

Diploma in Software Development
2020 - 2021
Code Institute, Ireland

LANGUAGES

Italian 
Native

English 
Advanced | C1+

Spanish 
Beginner | A2

KEY SKILLS

- Problem-Solving & Troubleshooting
- Attention to Detail
- Client Relationship Management
- Adaptability
- Continuous Learning
- Collaboration & Team Support