Salvatore Fiengo

Aspiring Developer

Address	49 Shandon Mill, Shandon Park, Dublin 7	LinkedIn	https://www.linkedin.com/in/salvatorefiengo
Email	Sal.Fiengo@gmail.com	GitHub	https://github.com/SalvatoreFiengo
Phone	+353 (0) 834320505	Website	https://salvatorefiengocv.netlify.app/

Graduated Web Developer with Diploma in Full Stack Software Development and Python certified (MS), offering enthusiasm and understanding of various programming languages. In current role, further programming experience gathered while developing a leave tracker desktop app.

Programming Skills

HTML5

CSS3

JavaScript

jQuery

React

Typescript 3

Bootstrap 5

Sass

Styled Components

Python 3

Django
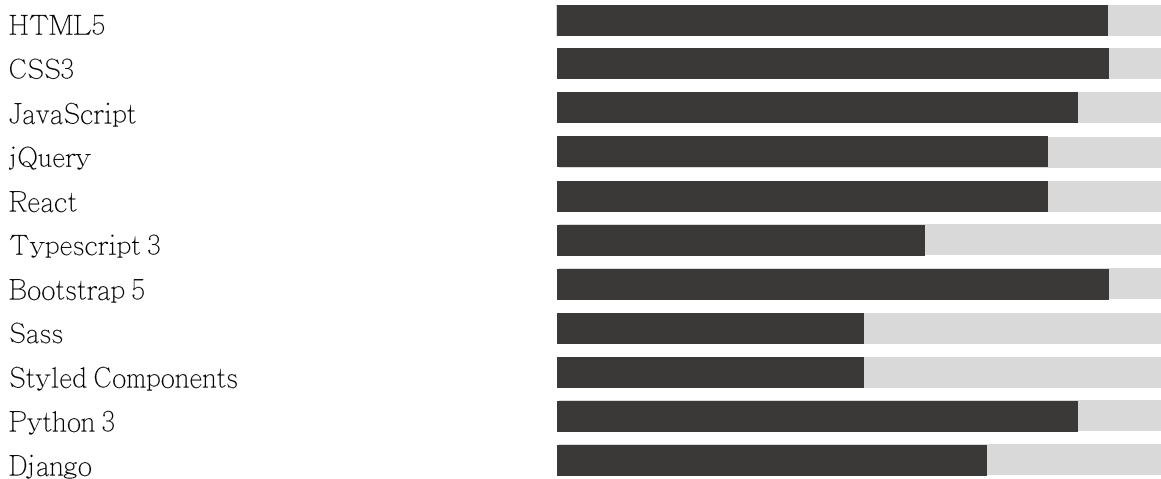
Education

Code Institute

Dublin, Dublin Co.   02/2019

Diploma in Software Development

Full Stack Web Development, First Class Honours

MTA Python Certificate

Dublin, Dublin Co.   02/2021

Introduction to Programming Using Python

Skills and knowledge to recognize and write syntactically correct Python code, recognize data types supported by Python and the ability to recognize and write Python code that will logically solve a given problem.

Work History

Collections Team Leader

Accenture, Dublin, Dublin Co.   07/2020 - current

- Oversaw talented team of 15 Collection agents by actively communicating project information, remedying issues and delivering positive feedback.
- Evaluated employee skills and knowledge regularly.
- Created support documentation that empowered user community to extend skills and find solutions to questions without help from seniors and team leaders.

Senior Credit Collections Analyst

Accenture, Dublin, Dublin Co.   09/2016 - 07/2020

- Reviewed customer files on regular basis to make sure receivables were in sound condition.
- Made decisions and recommendations about extending lines of credit.
- Performed credit reviews on corporations to assess financial conditions.
- Increased customer satisfaction by resolving billing issues.
- Awarded best collector year 2018

Technical Customer Support Agent

Accenture, Dublin, Dublin Co.   10/2015 — 09/2016

- Devised solutions to operations issues related to vary systems including Office365 and OS Windows
- working closely via phone, email and web teleconference.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Documented all transactions and support interactions in system for future reference.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Quality rate: over 95%

Field Sales Representative

Ace 8 Media, Dublin, Dublin Co.   06/2015 - 08/2015

- Identified prospect needs and developed appropriate responses along with information on suitable products and services.
- Demonstrated products and specific features at customer locations (B2B).

Technical Support Apprentice

Agic Technologies, Rome, Italy   02/2014 - 08/2014

- Performed Troubleshooting of all information system/application issues for over 120 users.
- Desktop, Laptop, Mobile devices support, remotely and on site
- Customer service for external business customers and private persons, remotely and onsite.

Field Sales Agent

Sky Italia SRL, Rome, Italy   02/2010 – 07/2013
- Direct sales to private individuals and businesses
- Coaching experience with external personnel
- Negotiation, soft sale, hard sale experience.

Accomplishments

- One of the winners of CICM's "Collections team of the year", represented Accenture in related event, reported on newspapers such "The Sunday Business Post" (4/11/2018— titled "Where it is due")

- Creation and maintenance of a Knowledge bank for Collections and IT dept. using shared MS OneNote that greatly improved productivity in other teams as well.

- Developed an intranet desktop "Leave tracker app" using Django and Electron.

Hobbies

- Music: Play guitar and sing

- Role-Play games

- Videogames