PERSONAL INFORMATION

Alex Buaiscia

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alex.buaiscia@gmail.com

Sex M | Birth date 16/02/1985 | Nationality Italian

PROFESSIONAL EXPERIENCE

2016 (October) – up to now	### L2 Application Support Specialist

EmbedIT (Holandska, 10, Brno)– www.embedit.cz

▪ Deep level investigations for APIs errors / failures or other issues of various kinds.
▪ Deployments (through Jenkins and on server)
▪ Creations of automation / monitoring tools / scripts for app / server logs (shell scripting / cronjobs / VBA)
▪ Testing / implementation / creation of various datafixes on DB level (Hotfix, Preprod and Prod)
▪ Smoke tests and SOAP use for a variety of tests
▪ Management of Weblogic servers

2016 (April) – 2016 (September)

L1.5 Application Support Specialist

EmbedIT (Holandska, 10, Brno)– www.embedit.cz

▪ Solving basic issues and running analysis through SQL
▪ Investigate cases of API failures / errors through logs (Kibana elastic search)
▪ Management of SR /IN / Problem tickets and of reports / escalations.
▪ Monitoring systems through Netcool / Nagios systems / Kibana dashboards
▪ Basic deployments

2014 (October) – 2016 (March)

IT Help Desk Agent in Out of Office Hours

IBM (Technická 2995/21, Brno)– www.ibm.com

▪ Dispatching emails and manage communication between customers and technical levels, helping with problem determination.
▪ Receiving calls from customers, with first troubleshooting, ticket management – Service Requests and Incidents – with backlogs. Handling severities.
▪ Meeting SLAs and individual KPIs with positive feedback.

2011 – 2013

Sales Representative

British Alliance – Cra 14 A # 71 A - 59 (Bogotá, Colombia)

▪ Selling language courses with calls received directly at the school
▪ Language courses seller to companies, following the whole process: calling to companies, appointments, contracts, follow-up
▪ Sales supervisor on many opportunities

2014 (June) – 2015

Content editor – Social Media Marketing

Ondine (Italian start-up company I partially own, founded in January 2015) – www.ondine.pro

▪ Creating and editing all English content
▪ Starting to organize the social media marketing (beta-test version)
▪ Helping customers in all activities on the website and using the software
▪ Translating documents and materials needed by the company

| 2013 (November) – 2014 (June) | **Academic Director** |

Centro Europeo de Idiomas – Diagonal 40 A # 14 – 34 (Bogotá, Colombia) – www.europeodeidiomas.com

▪ Teachers and classes manager
▪ Supervision of all the academic processes
▪ Creation of all the language programs (English, French, Italian, Portuguese, Spanish)
▪ Drafting of the PEI (Proyecto Educativo Institucional – binding document in Colombia for the Ministry of Education, with the whole project of the language school)
▪ Creation of activities for the virtual platform
▪ Teaching of English at home, in groups, in a private high school (12-17 years old), TOEFL preparation

| 2011 - 2013 | **English and Italian teacher** |

British Alliance – Cra 14 A # 71 A - 59 (Bogotá, Colombia)

▪ Classes at home on behalf of the language school, for levels from A1 to C1, to private students and companies.
▪ Academic Coordinator activities from August to November 2013.

| 2010 (July – September) | **Journalism Internship** |

Mediaset

▪ Editor inside an Italian national television news
▪ Editing videos and images for news coverage

EDUCATION

| 2009 - 2010 | **Master in Investigative Journalism** | Distinguished |

AGI (Association of Investigative Journalism – Rome, Italy)

| 2004 – 2008 | **Modern Literature and Philology Degree** | 103 / 110 |

Faculty of Arts and Philosophy, University of Bologna

PERSONAL SKILLS

Native Language   Italian

Other Languages

COMPREHENSION		SPEAKING		WRITING
Listening	Reading	Interaction	Oral Production	
English				
C1	C1	C1	C1	C1
TOEFL test, 104 / 120, prepared and approved in Toronto, Canada				
Spanish				
C1	C1	C1	C1	B2
Czech				
A2	A2	A2	A2	A2

IT - hard skills	▪ Oracle SQL (SQL Developer - PL/SQL), F5, OSB, SOAP, Kibana elastic search, Unix (Vagrant, Cygwin, Centos), Weblogic 12c, VBA, Apache clusters, OmniTracker, Lync, intermeditate skills of JS/Node and Java, CyberArk, Jenkins, Atlassian Wiki
	▪ Excellent knowledge of Microsoft Office tools
	▪ Operative systems: Windows and iOS, Redhat Linux
	▪ Knowledge of website building and editing with HTML, CSS and Wordpress platform (+jQuery): www.alexbuaiscia.com; www.interprete.cz
	▪ Knowledge of photo editing: Gimp
Courses taken / certificates	▪ ITIL Foundation certificate (2017)
	▪ Oracle Weblogic server 12c: Administration I (Oracle University)
	▪ Soft skill course with IBM
	▪ European lifeguard license
	▪ TOEFL (2009)
Driver license	▪ Italian driver license: B category
ART WORKS	
Publications Presentations	▪ Poetry book: "La pianta antica", ed. Giraldi Editore, Bologna 2007 – Self-Published novel: "L'Alba di Rem"
	▪ Exhibition of photographs and poems in a Bologna restaurant, 2007
	▪ Reading of poems in many squares, restaurants and other places (2006-2008)