

Giacomo Lorenzi

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Technical Skills

Languages: Python, SQL, JavaScript (NodeJS, TypeScript, React), HTML, CSS, PHP, Java, C, C++

Frameworks: Flask, WordPress, Bootstrap

Developer Tools: Git, Docker, VS Code, Visual Studio, Eclipse, Atom, Google Analytics

Certifications: Cisco IT Essentials, Cisco Routing and Switching: Introduction to Networks, NDG Linux Essentials, AWS Introduction to Cloud 101

Projects

SVE B2B ecommerce | *Python, Flask, Jinja2, SQLAlchemy, Bcrypt, Bootstrap, JavaScript, Git, Apache, Nginx, Waitress, Gunicorn, Caddy, Vultr* 09/2023 – Present

- Developed a full-stack web application at studiovertueur.com using Flask with Bootstrap as frontend
- Configured a virtual server hosted by Vultr to deploy the previous website using Caddy
- Maintaining the older company website www.studiosve.com based on WordPress and improved SEO

Supermarket App | *Android Studio, Java, Firebase, Google Maps Services* 01/2022 – 03/2022

- Developed an Android app simulating Lidl Plus including option to select favourite supermarkets on the map, activate discounts, register account. Every data is stored on a Firebase database.

Soft Skills

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|----------------------|----------------------|--------------------------|
| ✓ Strategic thinking | ✓ Customer service | ✓ Agile methodologies |
| ✓ Problem solving | ✓ Analytical skills | ✓ Commit to deadlines |
| ✓ Cross-functional | ✓ Data driven design | ✓ Maintain documentation |

Experience

Apple Edinburgh, UK
Specialist 10/2023 – 01/2024

- Provide customers with technical expertise on 40+ products across laptops, phones, tablets, and accessories lineups
- Showcase and validate device performance, connectivity, camera quality and sound features
- Navigate internal business devices and applications to handle client details
- Excellent customer feedback garnering five-star ratings in over 80% of reviews

The Scottish Government Edinburgh, UK
Service Desk Analyst 09/2022 – 09/2023

- Deliver prompt and courteous technical support of first-rate quality to a diverse range of users spanning multiple divisions, as well as to external clients
- Handle calls and emails, tracking and prioritizing incoming tickets on Jira Service Desk and Jira Software, while maintaining communication with the end-users
- Use of SQL, Active Directory, Dynatrace, Confluence, EazyBI and other internal Government systems
- Design and implement software solution to monitor systems performance with usage of Synthetic transactions
- Research in secondary projects parallel to the Service Desk to improve government facilities with higher grade managers, dispatch project tasks to colleagues
- Presented new software releases, earning invitations from directors to produce internal materials for the ARE division
- Broadcast formal communication about software breakouts or scheduled maintenance
- Created up-to-date documentation of activities across division contributing to the base articles which the Government uses to train new employees

Education

Edinburgh Napier University Edinburgh, UK
BSc (Hons) Web Design & Development 09/2020 – Present

ITI G. Marconi Verona, IT
Diploma in computer science 09/2015 – 06/2020