

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: JNCIA-Junos, Cisco IT Essentials, Cisco Routing and Switching: Introduction to Networks, NDG Linux Essentials, AWS Introduction to Cloud 101, Integrating With HubSpot I: Foundations

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

GoFibre Edinburgh, UK
Technical Support Engineer 04/2024 – Present

- Solving and documenting technical incidents and problems related to company products and services
- Acting as a lead within the direct customer support team
- Provide support and leadership to all members of the operational workforce
- Regularly update senior leadership on current incident and problem workload, owning and escalating faults to resolution
- Liaison with internal and external users, ensuring that incidents and problems are fully understood across a variety of stakeholders
- Highlight and escalate major outages to ensure key decisions are made swiftly and decisively
- Network configuration and support across the estate, backup management, config management, systems administration and related tasks

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

- Delivered expert technical support for 40+ products, achieving high customer satisfaction with five-star ratings in over 80% of reviews.

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

- Handled calls and emails, tracking and prioritizing incoming tickets on Jira Service Desk and Jira Software
- Used SQL, Active Directory, Dynatrace, Confluence, EazyBI and other internal Government systems
- Designed and implemented a software solution to monitor systems performance with usage of synthetic transactions

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