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

cve-bin-tool | *Python, Bash, Intel Corporation, open-source*   *11/2024 – Present*

"The CVE Binary Tool helps determining if the system includes known vulnerabilities. It can scan binaries for over 200 common, vulnerable components (openssl, libpng, libxml2, expat and others), or if the components are known, a list of vulnerabilities can be obtained from an SBOM or component versions."

- Contributed to the software appendices upgrade, validation and maintenance of documentation

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

Soft Skills

✓ 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 – 12/2024*