# Antonio Frisina

Experienced IT Manager specializing in PowerDNS and DNS network solutions at Open-Xchange

Italy

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## Summary

With over 15 years of IT experience and a strong background in team leadership and strategic project management, I am currently a Software Analyst at Open-Xchange. I excel in analyzing client requirements, designing and developing software solutions, and ensuring high standards of quality and performance. I have led multiple teams to deliver over 30 successful web applications, cloud services, and email management software projects, resulting in significant improvements in client satisfaction and operational efficiency.

I am passionate about Open Source projects and \*NIX operating systems, and I am dedicated to continuous learning and professional development. My leadership style is collaborative and results-oriented, and I have a proven track record of driving team performance and project success. I look forward to opportunities where I can leverage my managerial skills to lead innovative IT projects and drive organizational growth.

## Professional Experience

### Software Analyst @ PowerDNS, Open-Xchange

August 2020 – Present

• Led a team of 10 in the analysis and development of client requirements, resulting in a 15% improvement in project delivery times

• Managed the design and development of over 15 software solutions, including web applications, cloud services, and email management software

• Ensured high-quality and performance standards, achieving a 95% success rate in project outcomes

• Conducted testing and validation, maintaining a 99.9% uptime and reliability for client systems

• Implemented new technologies, increasing development efficiency by 25%

• Provided detailed documentation of software products and solutions, enhancing client satisfaction by 20%

### Linux Infrastructure Specialist, Epson Europe B.V.

April 2019 – August 2020

• Oversaw the management of the web infrastructure for EMEAR Epson, reducing downtime by 30%

• Directed the provision of deployment tools and automation scripts, cutting manual effort by 40%

• Ensured 100% compliance with security patches through regular OS updates on VMware and Azure-hosted VMs

• Achieved a 99.5% system availability rate through effective monitoring with Zabbix

### Web Developer - CEO, KianLab

December 2016 – July 2020

• Founded and managed a web development company, building and maintaining over 10 high-performance websites

• Increased website performance by 35% through strategic optimization techniques

• Directed all aspects of business operations, including sales, budgeting, and recruitment, leading to a 50% growth in revenue

### Linux System Administrator, IBM

September 2017 – March 2019

• Led the analysis of Linux Syslog and issue identification, reducing system errors by 20%

• Managed updates and configuration changes, ensuring 100% system compliance

• Trained 5 new employees, enhancing the team’s capability and knowledge base

### Customer Service Support Linux Specialist, IBM

September 2016 – January 2018

• Supported Linux systems for over 50 clients, achieving a 98% satisfaction rate

• Directed troubleshooting of complex environments, reducing issue resolution time by 30%

### Chief Executive Officer, InfotecWeb

January 2012 – August 2016

• Managed over 100 customer migrations to OpenSource Linux-based platforms, increasing efficiency by 40%

• Directed sales, budgeting, recruitment, and training, resulting in a 50% growth in company revenue

### IT Consultant, Sicilia Digitale SpA

September 2006 – April 2012

• Designed and implemented IT systems, improving data security by 25%

• Monitored and ensured regulatory compliance, maintaining a 100% compliance rate

## Education

### Bachelor of Business Administration - BBA, Business/Managerial Economics, Università di Catania

2023 – 2024

### Business English Certification Test (BECT), International Business Management Institute (IBMI)

2019

### High School Diploma, Mathematics and Computer Science, Liceo Scientifico Statale "Leonardo da Vinci"

2001 – 2006

## Certifications

• Red Hat Certified System Administrator (RHCSA)

• Cognitive Practitioner

• Google Web Designer

• CompTia A+

• CISSP

• ECDL Full IT Security

• IBM Blockchain Essentials

## Skills

• Team Management

• Team Leadership

• Business Strategy

• Project Management

• Strategic Planning

## Languages

• English (Full Professional)

• Italian (Native or Bilingual)

## Publications

• Company E-Commerce

• B&B Website

• ONG Website