



ANTONIO FRISINA

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PROFESSIONAL SUMMARY

Dynamic IT Professional committed to optimizing systems performance for reduced operational costs and streamlined workflows. Performs timely software installations and tests alongside routine troubleshooting to facilitate system transitions and minimize downtime. Simplifies complex topics and processes to make technical interactions less intimidating for average users.

WORK HISTORY

Software Analyst | PowerDNS - Italy (Remote) 08/2020 - CURRENT

- 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%.
- Collaborated with cross-functional teams to ensure seamless integration of new features and functionalities.
- Contributed to successful product launches through rigorous end-to-end testing and validation of all system components.
- Optimized test coverage by strategically prioritizing high-risk areas based on past defect patterns, industry trends, and customer feedback.
- Enabled swift issue resolutions through effective collaboration with developers using bug-tracking tools like JIRA or Bugzilla.
- Ensured compliance with industry standards by validating accessibility, usability, security, privacy, localization, internationalization aspects during the testing process.

Internet Infrastructure Specialist | Epson Europe B.V. - Utrecht, Netherlands 04/2019 - 08/2020

- Collaborated with IT department to develop infrastructure build-out strategy and outline project scope.
- Analyzed and maintained system and application performance.
- Supported IT operations for corporate headquarters and nationwide locations.
- Defined strategic objectives to identify requirements and outcomes.
- Restructured old application processes to improve performance and integrity.
- Boosted system reliability by conducting regular software

updates, hardware enhancements, and rigorous testing methodologies.

- Enhanced data security with implementation of firewalls, intrusion detection systems, and encryption protocols.

Web Developer - CEO | KianLab - Rome, Italy 12/2016 - 07/2020

- 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.
- Adhered to SEO best practices while designing sites.
- Provided front-end development support, creating visually appealing designs that aligned with brand standards.
- Increased website traffic through search engine optimization strategies and targeted content creation.
- Integrated third-party APIs to extend application functionalities, offering users more comprehensive experience.
- Optimized database queries, enhancing application performance and user satisfaction with faster data retrieval.

Linux System Administrator | IBM - Amsterdam, Netherlands 09/2017 - 03/2019

- Stayed up-to-date on the latest developments in Linux technologies and best practices, sharing knowledge with team members to continuously improve processes and systems.
- Resolved complex technical issues promptly by leveraging strong troubleshooting skills and root cause analysis techniques.
- Installed system-wide hardware components, confirming interoperation and compatibility with Linux-based software distributions.
- Provided input on hardware and software purchasing, prioritizing return on investment to optimize IT spending.
- Created and serviced administrator and user accounts on Linux-based systems, managing more than 200 deployments in two years.

Customer Service Support Linux Specialist | IBM - Amsterdam, Netherlands 09/2016 - 01/2018

- Supported Linux systems for over 50 clients, achieving a 98% satisfaction rate
- Directed troubleshooting of complex environments, reducing issue resolution time by 30%.
- Collaborated with cross-functional teams to achieve project goals on time and within budget.
- Implemented new training programs for staff, leading to higher employee retention rates and better overall performance.
- Championed the adoption of new software tools that streamlined workflows across multiple departments.

Chief Executive Officer | InfotecWeb - Catania, Italy 01/2012 - 08/2016

- Managed over 100 customer migrations to Open-Source Linux-based platforms, increasing efficiency by 40%
- Directed sales, budgeting, recruitment, and training, resulting in a 50% growth in company revenue.
- Established foundational processes for business operations.
- Negotiated favorable contracts with suppliers and vendors, ensuring cost-effective procurement processes.
- Improved operational efficiency by redesigning internal processes and implementing cutting-edge technology solutions.
- Managed high-performing teams to successfully execute corporate objectives and drive organizational success.

IT Consultant | Sicilia Digitale SpA - Catania, Italy 09/2006 - 04/2012

- Designed and implemented IT systems, improving data security by 25%
- Monitored and ensured regulatory compliance, maintaining a 100% compliance rate.
- Increased client satisfaction by providing timely and effective troubleshooting support for various technical problems.
- Made recommendations and performed upgrades, assisting businesses in technology planning aligned with growth projections.
- Established strong relationships with vendors for cost-effective sourcing of cutting-edge hardware and software solutions that met clients' needs effectively.

EDUCATION

Università Di Catania, Catania 01/2024

Bachelor of Business Administration: Business/Managerial Economics

Liceo Scientifico Statale "Leonardo Da Vinci", Catania 01/2006

High School Diploma: Mathematics and Computer Science

CERTIFICATIONS

- PMP Certified
- ITIL v.4
- Agile Project Management
- Red Hat Certified System Administrator (RHCSA)
- Cognitive Practitioner
- CompTia A+
- CISSP
- ECDL Full IT Security
- IBM Blockchain Essentials
- CompTia Linux +

LANGUAGES

English

Italian

SKILLS

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| <ul style="list-style-type: none"> • Team Management • Business Strategy • Project Management • Software Architecture • Business Analysis | <ul style="list-style-type: none"> • Software Development • Problem-Solving • Time Management • Team Collaboration |
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