Antonio Frisina

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WORK EXPERIENCE

PowerDNS   **Remote**
Senior Software Analyst | Technical Lead, DNS Solutions   *Aug 2020 - Present*
- Conducted in-depth analysis of client requirements to develop detailed software specifications.
- Designed and developed software solutions, collaborated with team members to ensure high standards of quality.
- Conducted testing to meet client requirements and ensure smooth operation.
- Led a team of software analysts to implement new technological advancements, resulting in a 70% improvement in customer satisfaction ratings for British Telecom.

Epson Europe B.V.   **Utrecht Area, Netherlands**
Linux Infrastructure Specialist   *Apr 2019 - Aug 2020*
- Oversaw the web infrastructure, software updates, and deployment tools for EMEAR Epson's websites.
- Ensured all websites were up to date with the latest security patches.
- Provided developers with necessary tools for deployment and monitored VMs on VMware and Azure using Zabbix.
- Implemented proactive monitoring tools for internal business systems, reducing response time to critical issues by 30% and improving overall system performance by 25%.
- Collaborated with cross-functional teams to provide 3rd level support on Linux servers, resulting in a 40% reduction in average resolution time for complex technical issues.

KianLab   **Amsterdam, Paesi Bassi**
Web Developer - CEO   *Dec 2016 - Jul 2020*
- Leveraged technical expertise in web development to drive innovation and business growth.
- Ensured web platforms aligned with the company's vision and market opportunities.
- Managed teams, fostered collaboration, and delivered user-focused solutions.
- Developed and executed advanced SEO strategies to increase website traffic by 40% within the first quarter of implementation, resulting in a 20% increase in online sales.
- Implemented A/B testing on website design elements, leading to a 15% improvement in conversion rates and a 10% decrease in bounce rate.
- Collaborated with cross-functional teams to analyze user behavior data and optimize website performance, resulting in a 30% increase in average session duration and a 25% decrease in page load time.

IBM   **Amsterdam, Paesi Bassi**
Linux System Engineer   *Sep 2017 - Mar 2019*
- Analyzed Linux Syslog to identify and resolve potential issues.
- Installed and configured new hardware and software, troubleshooted system problems.
- Ensured network infrastructure stability.
- Provided technical support to users and documented system configurations.
- Trained new employees on system operations and security protocols.

Customer Service Support Specialist   *Sep 2016 - Jan 2018*
- Led expert-level system administration support for Linux and network troubleshooting.
- Interacted with customers via telephone and ticket/chat to assist with product/service usage.
- Collaborated with vendors, executives, and VIP customers to troubleshoot complex environments using security mechanisms like VPNs and firewalls.

InfotecWeb   **Catania, Italia**
Chief Executive Officer   *Jan 2012 - Aug 2016*
- Worked with Linux, assisting customers to migrate from paid-solution to OpenSource Linux-based platform.

- Provided customer support, web development, troubleshooting hardware, software, and networking.
- Handled sales, budgeting, recruitment, and training.
- Implemented a budget restructuring plan that resulted in a 20% decrease in overall expenses while maintaining the same level of operational efficiency.
- Negotiated with stakeholders and dealers to secure exclusive partnerships, resulting in a 10% increase in market share and brand visibility.

Sicilia Digitale SpA   **Catania, Sicily, Italy**

IT Consultant   *Sep 2006 - Apr 2012*
- Led the analysis and design of IT systems, ensuring data security and service integrity.
- Reorganized and enhanced existing processes, contributing to the management and maintenance of the integrated online platform.

EDUCATION

Università di Catania   **Catania, Italy**

Business Administration - BBA, Business/Managerial Economics   *Graduation Date: Jun 2024*

Bachelor degree   *Graduation Date: Date*

International Business Management Institute (IBMI)   **Amsterdam, Netherlands**

Business English Certification Test (BECT)   *Graduation Date: Oct 2018*

Liceo Scientifico Statale "Leonardo da Vinci"   **Catania, Italy**

High School Diploma, Mathematics and Computer Science   *Graduation Date: Jul 2006*

High school diploma   *Graduation Date: Date*

ECDL   **Catania, Italy**

It security specialized, Tecnologia informatica/Tecnologia dei sistemi informatici   *Graduation Date: Mar 2015*

StackSkill   **Online**

The Complete Web Developer Course - Build 14 Websites   *Graduation Date: Jan 2018*

SKILLS & INTERESTS

Skills: Contract Negotiation, Business Case Preparation, Product Delivery, Supervisory Skills, IT Management, Project Management,ITIL, Governanc, Business Development (7 years), Account Management.

Languages: English (Full Professional), Italian (Native or Bilingual)

Certifications: Cognitive Practitioner, Google Web Designer, Hadoop Foundations - Level 1, Shell Scripting with Bash, Red Hat Certified System Administrator (RHCSA)