Lenard Camilleri

A Tech Savvy Person

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LOCATION
Malta, Europe

SOCIALS

LINKEDIN
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QUICK ID

AGE
25

LANGUAGES
Maltese & English

LICENCE
B – Car

HOBBIES

- Gaming
- Movies & TV
- Photography
- City Planning

www.lenardcamilleri.com

NOC & Technical Support Manager at Shift4 (Finaro / Source)

PROFILE

NOC Manager at Shift4, leading a team that keeps payment platforms healthy across Malta, Europe and beyond. Outside of that I run LC Development, building websites, tools and AI apps like Closet DJ. Give me a problem and I'll take it apart until I find the fault, then build something so it can't happen twice.

Full portfolio, projects and detailed history at www.lenardcamilleri.com.

CORE SKILLS

Fluent Speaker • Team Work • Responsible • Persistent • Filming • Photoshop • Leadership • AI Prompting

WORK EXPERIENCE

Shift4 (Finaro / Source)

Jan 2019 – Present

NOC & Technical Support Manager

Apr 2025 - Present

My role as a NOC & Technical Support manager effectively inherited all the responsibilities I had prior, while gaining more independence and responsibility. As our organization became more integrated with the global company, our team also expanded internationally. Today, I manage team members both locally in the Maltese office and across Europe, while closely collaborating with teams around the world. The focus of my role has evolved to emphasize how our team connects with the broader organization, ensuring we effectively address current challenges and align with the company's global objectives.

NOC & Technical Support Team Lead

Jan 2022 – Apr 2025

- Coordinate and assign the team's workload and tasks when required.
- Assist with the training of new members of the team.
- Monitor the quality of the alerts and case handling of the team.
- Track and monitor scheduled platform maintenance or deployment activity and update the team with any expected impacts.
- Strive to achieve the department targets by monitoring the relevant Key Performance Indicators, acting when areas of improvement are identified.
- Perform regular performance reviews for the team and set training targets for the team members.
- Maintain and manage the current team's procedures and knowledge base.
- Review the team's incident reports and make sure all recorded details are accurate.
- Act as the department focal point and help to resolve escalated issues.
- Managing the NOC shift schedule (including the weekend cover, optional leave, and sick leave).

Senior NOC & Technical Support Officer

Dec 2020 – Jan 2022

Same responsibilities as when I was a NOC Officer with the added duties

- Creating and maintaining team procedures
- Handling more sensitive cases
- Assisting with teammate's training

Lenard Camilleri

NOC & Technical Support Officer
Jan 2019 – Dec 2020

- Monitoring systems and reporting downtime
- Investigating system alerts and reporting issues as needed
- Reviewing & analyzing our logs to understand what the client may be doing incorrectly that is negatively impacting their traffic
- Handling cases and queries from clients to assist in understanding our API
- Handling incoming calls that may come in during nightshifts

GO PLC
Mar 2017 – Feb 2021

Contact Center Agent
Aug 2019 – Feb 2021

Same responsibilities that I had when I was a Technical Support Agent, with the added ability to help customers with billing issues and perform sales. I was also trained to handle clients' emails, chats via Facebook, and complaints on the RUBS group.

Technical Support
Mar 2017 – Aug 2019

- Talking to clients over the phone & attempting to solve their problems over the phone.
- Give out technical information related to telecommunications.
- Sending technicians when necessary.
- Handling cases & calling clients regarding that case.
- Troubleshooting over the phone.
- Reading incoming e-mail from clients and replying back with the correct information.

ZTK Youth Club
June 2014 – Sept 2015

Voluntary Filming / Editing
June 2014 – Sept 2015

At the youth club, I used to volunteer to help out with my editing and filming skills. During that period multiple short videos/films were made with the rest of the members of the club.

PROJECTS

Closet DJ
Cross Platform App.

An AI wardrobe stylist and outfit generator: snap a photo and AI detects your clothes and builds outfits for you.

closetdj.com

LC Photography
Photography

A photography portfolio showcasing my personal photography hobby.

photos.lenardcamilleri.com

LC Development
Website

A website to show case a side business that I run in my free time. Basically I build Websites, internal tools and apps for businesses.

dev.lenardcamilleri.com

AWARDS & HIGHLIGHTS

Top Gun Award
Shift4 · 2025

This award is given to a selected few bold employees at Shift4 that live the Shift4 way.

EXCELLENCE: Since joining Shift4 through Finaro, Lenard has demonstrated the meaning of being procedural driven. He saw a gap, designed the Blocking Rule Parser Tool, and turned a complex task into a seamless, customer-focused process. His efforts have led to a more efficient, accurate, and customer-centric approach. Lenard your innovative solutions are what drive Shift4 boldly forward. Thank you for showing us that excellence isn't just about doing things right, it's

about re-imagining how things can be done better.

CHOGM Youth Forum Malta · 2015

I had the opportunity to speak in the Maltese Parliament in the Youth Forum of the Malta CHOGM. I spoke publicly about the environment and suggested actions CHOGM countries could take, and was awarded a certificate for my efforts.

First Prize Winner Kopin NGO · 2014

Secondary School Competition "Plant for the future", 2nd edition.

EDUCATION & CERTIFICATIONS

Cisco IT Essentials · ICE Malta December 2018

Introduction to the PC • Lab Procedures and Tool Use • Computer Assembly • Preventive Maintenance and the Troubleshooting Process • Windows Installation • Windows Configuration and Management • Network Concepts • Applied Networking • Laptops and Mobile Devices • Mobile, Linux, and OS X Operating Systems • Printers • Security • The IT Professional • Advanced Troubleshooting

O-Levels (MATSEC) · University Of Malta May 2016

English • Maths • Computer Studies • Malti • Religion • Physics • Business Studies

School Leaving Certificate · SMC Boys Secondary Sept 2011 – June 2016

English • Maths • ICT • Geography • Maltese • History • P.E • Religion • Computer Studies • Business Studies • Social Studies • P.S.D

ECDL · Computer Society Malta February 2013

Concepts of ICT (CM01) • Using the computer and managing files (CM02) • Word Processing [MS Word] (CM03) • Spreadsheets [MS Excel] (CM04) • Using Databases [MS Access] (CM05) • Presentation [MS PowerPoint] (CM06) • Web Browsing & Communication (CM07)

This CV is generated live from www.lenardcamilleri.com. Visit the site for full role histories, projects, youth exchanges and more. Generated on 12 November 2026.