

Lenard Camilleri

A Tech Savvy Person
www.lenardcamilleri.com

Quick ID:

Location:

Zabbar - Malta

Nationality:

Maltese

Gender:

Male

Age:

21

Vehicle Licence:

Car (B)

Contact Me:

E-mail:

cv@lenardcamilleri.com

Phone:

+356 99359077

Chat:

www.lcam.xyz/chat

Linkedin:

[@lenardcamilleri](#)

Twitter:

[@lenardcamilleri](#)

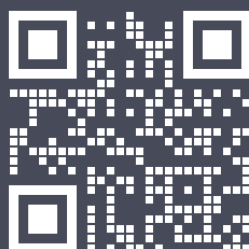
Languages:

Native languages:

Maltese & English

Other Language:

German - B2 Level



www.lenardcamilleri.com

Personal Profile

I am the type of person who spends an hour setting up automation, that usually takes a minute to do manually. One might think that's counter-intuitive and yes s/he may be right but that's not the point.

The point is that I am having fun with technology. Tinkering with technology for me is a pastime and I'm so glad that I can turn my hobby into a career.

I love doing projects where I am exposed to new types of technology and more importantly, exposed to new learning opportunities.

Ironically even troubleshooting is fun for me. Troubleshooting is the most interesting part of IT in my opinion. It puts you in detective mindset where you start looking for clues and following leads until you find the fault/bug.

Experience

Finaro / Source

Finaro is a B2B (business to business) bank that handle online transactions on a gateway level and on an acquiring level.

NOC Team Lead

Dec 2020 to present

- 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 Officer

Dec 2020 to present

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

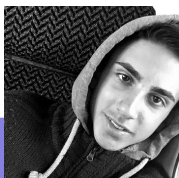
- Creating and maintaining team procedures
- Handling more sensitive cases
- Assisting with teammate's training

NOC Officer

Jan 2019 to 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

fn



A Tech Savvy Person
www.lenardcamilleri.com

Skills:

- Fluent Speaker
- Team Player
- Responsible
- Dedicated
- Punctual
- Leadership
- Filming (With DSLR)
- Video Editing (Vegas Pro)
- Web Design
- Public Speaking
- Basic Knowledge of Java

Training Obtained:

- First Aid
- Anti Money Laundering
- IT Security

Honours & Awards:

First Prize - Kopin NGO:

Secondary School Competition
"Plant for the future" - 2nd edition

Commended - Young Reporters For The Environment:

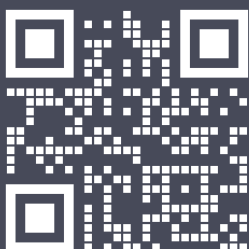
This is a national award (2014) for the video 'Save Wood' for category 'Videos 11-14 years'.

Commended - Young Reporters For The Environment:

This is a national award (2016) for the category 'Article 15-18 years'.

Participation Certificate - Pash

This was a joint effort with other students to help my school win the Pash funding program for the German Class



www.lenardcamilleri.com

GO PLC

GO is Malta's leading communications services company. GO provides mobile, fixed line, internet and TV services to more than 500,000 customers

Contact Center Agent

Aug 2019 to 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 client's emails, chats via Facebook, and complaints on the RUBS group.

Technical Support

Mar 2017 to 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 it 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.



Education & Certifications

Cisco IT Essentials:

Institute of Computer Education (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
- Business Studies
- Religion
- Physics
- Malti

ECDL Certificate

Standard ECDL Certificate

All modules done for Office 2003



Conferences

CHOGM 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 some points that as CHOGM countries we can do.

