



Andrea Tempestini

Solutions Engineer

I own highly technical skills through which I can readily grasp and interpret logically complex business concepts and intelligibly deliver them to the audience. I am a resourceful, multilingual, well-educated and highly motivated professional working independently as well as part of a team bringing knowledge and leadership in a framework. I believe by owning each client's relationship as my own personal goal, and working quickly and efficiently to achieve the company expectations gives me the ability to go above and beyond my set of duties, therefore achieving quality and effective results.

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Solutions Engineer 05-19/Present



Work Experience

JW Player London, UK

- Providing technical guidance and solutions to JW Player's largest prospects, customers and partners across the EMEA & APAC regions covering a wide range of devices & platforms for consuming online video such as desktop, mobile web, iOS, Android, Chromecast
- Working with JW customers throughout their entire lifecycle, helping them migrate content, configure, test and launch JW Player, resolving any technical issues or bugs during the implementation process and act as the lead technical consultant
- Highlights: VAST, VPAID, VMAP, Dynamic Ad insertion, client side ad insertion, server side ad insertion, transcoding, video & live streaming, HLS, DASH, TCP/IP, JavaScript, CSS, HTML, HTML5, XML, RESTful APIs, Java, PHP, Python, technical account management, support, pre-sales, post-sales, solutions design, digital advertising

Support Engineer 09-17/05-19

Equinix London, UK

- Operating as FPOC across IBX Data Centres and the support team according to KPIs and SLAs across EMEA region
- Using Office 365, Siebel, Sharepoint, ServiceNow, Remedy and Maximo as main platforms for tickets handling and escalations
- Coordinating Crisis Management and Business Continuity by liaising with onsite engineers and communicating to clients the status of each incident
- Building client relationships by developing in-depth knowledge of core products, services and customized solutions
- Coordinating other departments including network, logistics and sales strengthening relationships and operational knowledge

Support Engineer 09-16/09-17

Brightcove London, UK

- Handling inquiries related to video platform, video player features, rich media contents, file formats, advertising, analytics, migrating and transcoding
- Researching issues, replicating technical problems, and communicating directly with customers to provide customer support via phone and email
- Using web-based technologies, including HTML, XML, FTP, JavaScript, and CSS for troubleshooting/building solutions
- Simulating environment via VMware and VirtualBox
- Using API and SDK references for setup, advertising and playback, instructing clients on best strategies and recommended specifications

Project Manager 08-15/09-16

Novartis NYC, USA

- Involved in developing and updating medical-scientific digitally related products
- Personally attended corporation's events nationally and internationally as primary tech lead
- Coordinated activities with advertising agencies and various other media companies – Arranged and planned meetings and discussions about latest company products & services
- Developed and managed productive relationships with Press and Media leaders in coordination with General Manager and Director – Prepared and executed product-related plans, activities and events

Business Development Manager 06-12/07-15

Eni S.p.A Florence, Italy

- Managing a portfolio of 120 clients gained through company warm and cold leads in the oil & gas industry
- Building strong relationships with businesses and private clients on a B2B/B2C basis assisting clients via telephone, e-mail and in person
- Deploying marketing strategies for territory expansion and customer acquisition whilst training new employees developing leadership

MSc Biomechanical Engineering 09-07/04-12



Education

- University of Florence, Tuscany, Italy
- Main subjects of study: medicine, biotechnology, biochemistry, genetic engineering, endocrinology, statistics, physics, mathematics
- Laboratory internship: spectrophotometry, cytofluorometry, chromatography, sequencing, mutagenesis, mapping, electrophoresis
- 3D analysis and plotting software: Kaleidagraph, Swiss PDB
- Programming languages applied: Matlab, Python, SQL, JS, JAVA

Diploma Linguistic High School 09-02/06-07

- Florence, Tuscany, Italy
- Languages: Italian, English, Spanish, French



Technologies

- Operating Systems: Windows 7,8,10, Linux, Mac OS, Android
- Software: Active Directory, SharePoint, Siebel, VMware, VirtualBox, Citrix, Salesforce, Confluence, Jira, Android Studio, Visual Studio, MAMP
- Networking: TCP/IP, ISO/OSI, DHCP, DNS, ARP, VPN, Firewalls



Areas

HTML		Clients	
CSS		Pre-Sales	
JavaScript		Post-Sales	
Python		Organising	
PHP		Planning	
Java		Management	



Languages

English	
Italian	
Spanish	
French	



Skills

- Technical Skills: Communication, Learning Capacity, Punctuality, Critical thinking, Problem solving, Troubleshooting
- Interpersonal Skills: Organized, Disciplined, Respectful, Well-mannered, Flexible, Active Listener, Motivated, Team player
- Key Areas: Client Management, Pre-Sales, Network, Coding, Encoding, Software, System Integration, Planning, Cloud Computing, Saas, Paas



Interests

- Music: guitar, electric bass, piano
- Sports: climbing, skiing, volleyball
- Media: video editing, photography
- Reading: AI, ML, history, economics
- Arts: Drawing, Painting, Theatre