Daniele Michelin



Specialist Support Engineer | Cloud Storage & Collaboration | AI Automation

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PROFILE

Over 18 years of technical support at STRATO (IONOS Group), one of Europe's largest hosting providers – from Customer Care (2008) to Specialist Support Engineer (since 2018, 2nd/3rd level). Focus areas: hosting, server, domain and e-mail environments, root cause analysis, incident and escalation management, and cloud storage platforms (Nextcloud with approx. 15,000 instances, HiDrive with approx. 150,000 instances, S3 object storage) at around 200 tickets per week. Independently develops AI applications with LLMs, RAG and automation (Python, FastAPI, n8n) and uses AI-assisted ticket triage in day-to-day work.

CORE SKILLS

Technical support (2nd/3rd level) · Root cause analysis · Incident management · Escalation management · Bug tracking (Jira) · Log analysis · Nextcloud administration · Cloud storage · S3 object storage · SAML/OIDC · Microsoft 365 · Python · Bash · Docker · LLM integration · RAG · AI automation · Customer communication · Knowledge management · Technical documentation

WORK EXPERIENCE

Specialist Support Engineer

STRATO AG (IONOS Group), Berlin | 2018 – present

- Handling around 200 tickets per week (2nd/3rd level) including bug tickets and customer escalations for Managed Nextcloud (approx. 15,000 instances), Nextcloud Workspace, HiDrive (Legacy & Next, approx. 150,000 instances) and further hosting products
- Root cause analyses of critical incidents, e.g. S3 backend instabilities affecting HiDrive and Nextcloud
- Clarifying data-loss cases caused by client synchronisation using server-side audit logs
- Recovering failed Nextcloud upgrades and maintenance-mode states down to the database level (occ, SQL)
- Troubleshooting S3 multipart uploads, SAML/OIDC logins, Collabora WOPI configurations and 2FA lockouts
- Diagnosing the HiDrive desktop clients on Windows and macOS from log bundles with own Bash and Python scripts
- Support for Microsoft 365 (GDAP, licences), OX Webmail and CalDAV/WebDAV
- Writing FAQ and knowledge-base articles for the support team so that recurring cases are solved without escalation
- Introduced AI-assisted ticket triage in Jira via an MCP integration (Model Context Protocol)

Technical Support Business Marketplace (Telekom)

STRATO AG, Berlin | 2015 – 2018

- Technical support for business customers in the Telekom Business Marketplace
- Support for cloud and SaaS solutions for small and medium-sized businesses
- Interface between customers, partners and internal departments

Customer Care Germany

STRATO AG, Berlin | 2010 – 2015

- Telephone and written customer support for web hosting, domains, e-mail and online storage
- First technical error analysis and hand-over of complex cases to 2nd-level support

International Customer Care Italy

STRATO AG, Berlin | 2008 – 2010

- Customer support for the Italian market (web hosting, domains, e-mail) in Italian

Transport & Parcel Logistics Employee

DHL | 2001 – 2008

PROJECTS (GITHUB)

LLM-Wiki – AI knowledge base with RAG

Python, FastAPI, React, Electron, ChromaDB, SQLite, Ollama

- Chat (text and voice) over your own documents with source citations and streaming answers
- Hybrid search: semantic vector search + TF-IDF, fused with Reciprocal Rank Fusion
- Import of PDF (incl. OCR), Office and CSV; desktop app for macOS, Windows and Linux

J.A.R.V.I.S – AI assistant with agents and tool use

Python, FastAPI, TypeScript, Vite, RAG, multi-LLM, Home Assistant

- Full-stack AI assistant with over 120 tools, LLM agent with tool routing, speech output (TTS) and connections to Telegram, WhatsApp and Home Assistant

Sofia – self-hosted AI voice assistant

LiveKit, Whisper, Piper, Llama 3.3-70B (IONOS AI Hub), n8n

- Voice assistant with speech recognition, speech output and workflow automation via n8n

ColorNoteSync – Android app for Nextcloud synchronisation

Kotlin, Android, Nextcloud Notes API, CalDAV

- Synchronises notes and calendars with Nextcloud, including detection of appointments and birthdays

FamigliaOS – self-hosted family organiser

PWA, Nextcloud CalDAV/CardDAV, Docker, local AI

- Offline-capable web app with calendar, tasks and wall board; Nextcloud as the central data source

AI video pipeline – automated content production

Python, Gemini, FLUX (IONOS AI), ACE-Step, Piper, FFmpeg

- End-to-end pipeline from news source to finished short video with images, music, narrator voice and subtitles

IT SKILLS

Cloud & collaboration: Nextcloud (occ, apps), Nextcloud Workspace, HiDrive, OX Webmail, Collabora Online, Microsoft 365, CalDAV/CardDAV/WebDAV

Infrastructure & security: S3 object storage, Docker, Docker Compose, Linux, self-hosting, SAML, OIDC, 2FA

AI & automation: LLM integration, RAG, vector databases (ChromaDB), Ollama, MCP, n8n, Whisper, Piper, Stable Diffusion, prompt engineering

Development: Python, FastAPI, Bash, JavaScript, React, Next.js, Kotlin, SQL/SQLite, Git/GitHub, REST APIs

Tools & methods: Jira, log analysis, root cause analysis, incident management

EDUCATION & LANGUAGES

Education: Electronics and Telecommunications, ITIS Leonardo da Vinci, Italy · Realschulabschluss (German intermediate school-leaving certificate)

Languages: German (native) · Italian (native) · English (good, B1)