

Dati Personali

Date and place of birth: 10 May 1975, Genova
Address: Via Carlin 33/13 Arenzano
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Marital status: Married
National service: Discharged

Esperienza professionale

Date

JANUARY 2022-CURRENT

Work or Position

Main activities and responsibilities

Help Desk Specialist (TH02)

- Customer Incident Request management.
- Customer management.
- Teamwork.
- Problem analysis and solution.
- Application management.

Technologies :

- Oracle
- Java

Name of the employer
Type of business or sector

Engineering Ingegneria Informatica S.p.A.

Date

DECEMBER 2009 – DECEMBER 2021

Work or Position

Main activities and responsibilities

2° level Customer Technical support at Siemens S.p.A.

- Customer Incident Request management.
- Customer management.
- Teamwork.
- Problem analysis and solution.
- Working shifts.
- Emergency and recovery management.
- Application management.
- SCOM management.

Technologies :

Name of the employer
Type of business or sector

- Sql
- G2

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- Simatic IT

Engineering Ingegneria Informatica S.p.A.

Date *JANUARY 2007 – JUNE 2009*

Work or Position
Main activities and responsibilities

C# developer on Visual Studio 2005/2008 at CAP S.p.A.

- Development of C# desktop application.

Technologies :

- C#
- Oracle

Name of the employer
Type of business or sector

CAP S.p.A., Genoa (Italy)

Date *MARCH 2006 – JUNE 2006*

Work or Position
Main activities and responsibilities

Python developer and assistant in business-plan implementation at Horizons S.r.l.

- The work consists of the development using Python of a web application and assist in business-plan implementation.

Technologies :

- Python

Name of the employer
Type of business or sector

Horizons S.r.l., Genoa (Italy)

Date **December 2005 – January 2006**

Work or Position
Main activities and responsibilities

Software developer at Avelco Italia srl

- Development of a desktop application for hospital customers in Visual Basic .NET

Technologies :

- Visual Basic .NET

Name of the employer
Type of business or sector

Avelco Italia s.r.l., Genoa (Italy)

Education and Training

Date
Qualification

1994 - 2004
Biomedical Engineering Degree

at University of Genova with 97/110, on February 2004, with print dignity, thesis supervisor professor Vittorio Sanguineti, with thesis: "*Rehabilitation of patients with Parkinson's disease through interaction with virtual worlds*".

Professional qualification as engineer (session may 2004), and member of the Biomedical Commission of the Engineering

Name and Type of the organization
providing education and training

Università degli Studi Di Genova, Genova (Italy)

Personal skills and competences

Native Language

Italian

Other Languages

English

Autovalutazione
Livello europeo (*)

Inglese

Comprehension		Speaking		Writing	
Listen	Reading	Oral Interaction	Oral Production	Writing	
C1		C2		C1	
				B2	
					C2

Communication skills	Ability in the management of group work. Good interaction skills with people of all genders and ages, patient, led to organization and teamwork, emergency management and workload. Public communication course at the Order of Engineers of Genoa in the months of April-May 2005.
Digital skills	<ul style="list-style-type: none"> • Professional qualification as programmer, code ISTAT 311328
Organizational and management skills	Leadership: My work experience included coordinating as an inspector the volunteers of Italian Red Cross in Genoa.
Professional skills	<ul style="list-style-type: none"> • MATLAB program • .NET environment • Microsoft SQL Server 2012/2014/2016/2019 • Oracle • Python • XML reporting
Driving License	B