CV NICOLO GARGIULO

Nationality: Italian

WORK EXPERIENCE

November 2017 to date - IT Expert - Human Technopole (Milan)

Human Technopole is the national multidisciplinary research institute of the Life sciences.

- Problem solving and IT process development
- Software selection and supplier/consultant management with contract evaluation
- Administration of company SW and HW services:
  - Microsoft 365 environment
  - Active Directory
  - Print server
  - Antivirus
  - MDM and RMM
  - PDL hardware
  - Videoconference systems
- CED and Server management:
  - Vmware Virtual centre user
  - Configuration of users, AD policies
  - Installation of two hybrid domain controllers via Adconnect on Office 365 tenants
- SW and HW inventory management
- Definition and development of strategies, policies and guidelines
- System administrator and processing of company data.

Projects:
- GARR (Gruppo per l'Armonizzazione delle Reti della Ricerca) provides a private network between research centres and hospitals.
- SERVER development of the first phase, first fundamental application model of the ICT infrastructure
- CED technical room management.
- Lab Incubators IT Infrastructure
- NETWORK Planning Lab and Palazzo Italia
- Microsoft Sharepoint intranet

October 2014 to November 2017 - Service Desk / Desktop Management - IEO (Milan)

IEO European Institute of Oncology IFOM-IEO Campus / Cardiologico Monzino

- Troubleshooting and development of technical, software and hardware activities through a ticket system involving direct contact with users
- Configuration of Windows and Mac OS workstations with search-specific software
- Campus domain administrator
- SW and HW inventory management
- Corporate mail management
- Handling Unix command line terminals
- Configuration of medical and research SW
- Assistance for International Conferences and Video Conferences.

Projects:
- Roll-Out SW of internal calendar management from "Now up to date" to Office 365
- HW roll-out of Senior Researchers' workstations

March 2013 to September 2014 - IT Technician - BDF Group (Milan)
HW and SW upgrade projects of workstations.

UNICREDIT project:
- Upgrade of Workstations and OS of all Unicredit machines;

BPM project:
- Roll-out of printers for BPM offices;
- Roll-out workstations.

September 2012 to February 2013 - Customer Monitoring IT service Management Wincor/Nixdorf (Milan)

Wincor Nixdorf is a German company providing hardware, software and retail banking services. Wincor Nixdorf was mainly engaged in the sale, production, installation and servicing of self-service transaction systems (such as ATMs).

- Monitoring of customers and bank branches via remote management systems
- Management of ATM-related anomalies and troubleshooting via telephone or SW wizards
- Use of applications for the management of banking-related issues: Deutsche Bank - Intesa - Unicredit - Poste Italiane - UBI - BNL - MPS
- Production of reports and activities performed
- Escalation of issues.

EDUCATION AND TRAINING

2011 - Diploma Perito Tecnico Informatico - IT Address Abacus

FOREIGN LANGUAGES

ENGLISH: good knowledge of spoken and written language

COMPUTER SKILLS

OS: Window xp/7/10 - Apple OS
Smartphones: Android, iOS
HW monitoring: Nagios, Zabbix
IT Inventory Management: GLPI, IT GLUE
Languages: Java - C - Visual Basic
Microsoft: Tenant Administrator Microsoft365
Office: Excel, Word, Power Point.
Antivirus: Sophos, Sophos mobile, Server
ITIL Foundation V4: certificate of attendance
CISCO CCNA: certificate of attendance

ORGANISATIONAL SKILLS

I am able to organise work independently, setting priorities and taking responsibility.
I have a strong goal orientation. I am proactive and able to learn quickly.

EXTRA-PROFESSIONAL INTERESTS

Passion for physical activity and outdoor activities.
Strong interest in all things IT and digital.