

# NICOLÒ ANDREA GARGIULO

## Summary

Highly experienced and results-driven ICT professional with a proven track record of success in managing and supporting complex IT infrastructures. Expertise in Microsoft 365, Active Directory, VMware, Zabbix, ServiceNow, and ITIL. Proven ability to lead and manage teams, develop IT strategies, and implement innovative solutions. Fluent in English and Italian.



## Professional Experience

### **ICT Service Desk Coordinator | Human Technopole | Milan | November 2017 – Present**

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

Currently, within the Human Technopole Foundation, I hold the position of Service Desk Manager, leading a team of 4 individuals responsible for managing software and hardware services across the campus. This includes overseeing the campus's audio-visual management and the Microsoft365 platform.

My responsibilities include:

- Team Management: Overseeing the work and resources within the Service Desk team.
- Project Management: Handling projects within the Service Desk team.
- Problem solving and IT process development.
- Software selection and supplier/consultant management with contract evaluation.
- Administration of company Software and Hardware services:
  - Manage and maintain Microsoft 365, Active Directory, print server, antivirus, MDM, RMM, PDL hardware, and videoconference systems, Company Mobile phones.
  - Developed and maintained the Microsoft Sharepoint intranet.
- Oversee the campus's audio-visual management and provide technical support to researchers, staff, and visitors.
- Software and Hardware inventory management.
- Develop and implement IT strategies, policies, and guidelines.
- System administrator and processing of company data.
- Infrastructure CED and Server management:
  - Successfully implemented the GARR private network and CED technical room management system.
  - VMware Virtualcenter user
  - Configuration of users, AD policies
  - Installation of two hybrid domain controllers via Ad Connect on Office 365

tenants

- Managed the Lab Incubators IT infrastructure and the NETWORK Planning Lab and Palazzo Italia network.

### **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

### **Service Desk / Desktop Management | IEO – European Institute of Oncology | Milan | October 2014 – November 2017**

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

- Troubleshooted and resolved technical issues for researchers, staff, and visitors.
- Installed, configured, and maintained Windows and Mac OS workstations.
- Managed the IEO campus domain and maintained the SW and HW inventory.
- Managed corporate mail and handled Unix command line terminals.
- Configured medical and research software.
- Provided 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

### **IT Technician | BDF Group | Milan | March 2013 – September 2014**

Led and coordinated hardware and software upgrade projects for workstations.

### **UNICREDIT project:**

- Successfully upgraded workstations and operating systems for UniCredit clients.

### **BPM project:**

- Led the roll-out of printers for BPM offices and workstations.

### **Customer Monitoring IT Service Management | Wincor Nixdorf | Milan | September 2012 – February 2013**

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).

- Monitored customers and bank branches via remote management systems.
- Resolved ATM-related anomalies and troubleshooting via telephone or software

wizards.

- Utilized applications to manage banking-related issues for Deutsche Bank, Intesa, Unicredit, Poste Italiane, UBI, BNL, and MPS.
- Produced reports on activities performed and escalated issues when necessary.

## Education and Training

Diploma Perito Tecnico Informatico | IT Address Abacus | Milan | 2011

## Certifications

- MY English School: World Passport Intermediate 3
- ITIL Foundation V4: Certificate of Attendance
- CISCO CCNA: Certificate of Attendance
- Prince Foundation: Certificate of Attendance
- Prince Practitioner: Certificate of Attendance

## Language Skills

**English:** Good proficiency in both spoken and written English

**Italian:** Native fluency

## Computer Skills

- **Operating Systems:** Windows XP/7/10/11, Apple OS
- **Smartphones:** Android, iOS
- **Hardware Monitoring:** Zabbix
- **IT Inventory Management:** ServiceNow, GLPI
- **Programming Languages:** Java, C, Visual Basic
- **Microsoft:** Tenant Administrator Microsoft 365
- **Office Suite:** Excel, Word, PowerPoint
- **Antivirus:** Microsoft Defender, Server
- **MDM:** WorkspaceOne, Jamf, Intune

## Organizational Skills

Independently organize work, setting priorities and taking responsibility

Goal-oriented and proactive with strong learning ability

## Extra-Professional Interests

Passion for physical activity and outdoor activities

Keen interest in all things IT and digital