

Alberto Micheli

General informations

Age 43
Title of study: Master Degree in computer science

Main projects

From 2008 until today

Service Management specialist for Vodafone FD and KPMG Italy and AZIMUT Holding SPA

Main Activities:

- Process and Service design
- Service Asset and Configuration Manager responsible for design and management of division's CMS, Responsible for the Access management process
- Design, development and management of the service catalogue for the provision of IT services
- Developing of tools for automating department processes.
- Axios Assyst application management

Technologies:

- Axios Assyst - Enterprise IT Service Management Software
- LUA, PHP, Mysql , MSSQL, Bash

Former experiences

2003 – 2008

LUTECH S.P.A, Cologno Monzese, Milan - ICT engineering and services company

On site consultant for:

Vodafone Italia - Validation and Delivery department – 2 years

- Leader for a team of 4 in managing systems and applications in Windows environment

- Administration of a Windows servers environment
- Administration of Vmware Virtual Infrastructure – 12 server ESX 3.0.2 - storage Emc Clariion CX500

CartaSi S.p.A – *IT support department* - 3 years

- Account executive and leader for a team of 5 in Customer assistance, resulting a turned-around of >90% positive client satisfaction
- Responsible for Desktop Configuration, supervising 1400 servers and desktops
- Managed centralized hosts security utilizing McAfee EPO Server
- Managed centralized distribution of system and security patches and updates
- Implemented a CMDB inventory for IT equipment, enabling real time accessibility and improving accounting accuracy at company level

2001 – 2003

DPM PRODUCTION S.R.L, MAIDIREWEB S.R.L, Milan, Company specializes in production and management of Internet services and network security

- Security Manager and Head Technician
- Web developer and webmaster - awarded WWW prize of Sole 24 Ore newspaper in “free time” website category

1998 - 1999

INTESIS S.P.A, Milan, Company specializes in realization of network infrastructure

- *Installation Technician*
- Supported network infrastructure installation for financial and manufacturing companies

Courses, Certifications

- 2019 – *ServiceNow Certified System Administrator certificate*
- 2018 – Certified Pega Business Architect (CPBA) certification
- 2016 – ITIL Foundation certificate in IT Service Designe
- 2014 – SAP - BusinessObjects Interactive Analysis Report Design
- 2013 – Assyst IT Service Mngt and ITAM Software | Axios Systems
- 2010 – Polarion, Application Lifecycle Management
- 2006 – Certification of Administrator of the Linux Systems LPIC 1
- 2006 – Microsoft MS-2400 Implementation and administration of Exchange Server

- 2003 – Structure and Administration Linux level I & II - Professional course FSE
- 2002 – Web Programming - Professional Course FSE

Technical Skills

- Administration of Assyst di Axios – best practice based IT Service Mngt and ITAM Software
- Configuration and administration – Windows 2003 and Linux Debian/ RedHat servers
- Web portal developing with cakephp, LAMP environments
- Configuration and administration of hosts, servers, services and monitoring in win/unix environment
- Database: administration and use of relational database - MSSQL Server, MySQL, SQL query language
- Administration of mail server – MS Exchange Server 2003, Lotus Domino Administrator 6
- Centralized safety management – McAfee's ePolicy Orchestrator 4.0, GFI Lan Guard 8.0
- Web programming Php/html

Language Skills

- English CEFR B2.1
- Italian native

Alberto Micheli

Informazioni Generali

Età 43
Titolo di studio Laurea Magistrale in Informatica

Principali progetti

Da Marzo 2008 ad oggi

Service Management specialist for Vodafone - Fast Delivery e KPMG Italia and Azimut Holding Spa

Principali attività svolte:

- Service Asset and Configuration Manager responsible for design and management of division's CMS
- Responsible for the Access management process
- Design, development and management of the service catalogue for the provision of IT services
- Developing of tools for automating department processes.
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Tecnologie utilizzate:

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Esperienze Lavorative Precedenti

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Competenze tecniche, Corsi e certificazioni

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- 2018 – Certified Pega Business Architect (CPBA) certification
- 2016 – ITIL Foundation certificate in IT Service Designe
- 2014 – Corso SAP - BusinessObjects Interactive Analysis Report Design
- 2013 – Corso Assyst IT Service Mngt and ITAM Software | Axios Systems
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IT SKILLS

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Conoscenze Linguistiche

- Inglese CEFR B2.1