

<b>Education</b>	<p><b>1995 - 2000</b>  Istituto Tecnico Industriale "E. Majorana"                      Somma Vesuviana, Napoli  Specialized technical school for informatics engineering.  <b>Associate Degree "Informatics Engineering" -  With excellence. Qualification of Technical Manager</b></p> <p><b>2018 - 2019</b>  MIU - Marconi International University                      Miami, USA  <b>High Specialization in "Digital Marketing"</b></p> <p><b>Jun 1999 - Sep 1999</b>  Campania Region government authority                      Marigliano, Napoli  <b>Title of "Multimedia Programmer"</b></p>
<b>Languages</b>	<p><b>ITALIAN:</b> Level C2 - Native speaker  <b>ENGLISH:</b> Level C1 - studied at school for eight years, attended full-immersion course at EF High School in Chester, living with an English family; daily speaking in English.  <b>FRENCH:</b> Level A2 - three years of study, middle school.  <b>POLISH:</b> Level A1 - an intensive Polish course since May 2015</p>
<b>Personal Skills</b>	<p>Very strong problem-solving skill gained through experience as Operation &amp; Support Team Leader.  Demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes through highly analytical thinking and analysis.  Work experience in cross-cultural environment and remote working.  Ability to manage multiple assignments and tasks.  Adaptable and a quick learner.  Ability to work under pressure, set priorities and adapt to changing conditions.  7 Years of experience working autonomously from the remote.  Familiar with ITIL processes (Incident, Change and Problem Management).  Proficiency in data modeling and proficient use the modeling tools.  In-depth knowledge of data warehouse and Big Data concepts (in particular of extract, clean, load, transform, refresh data, link with external sources and populate data mart)  <b>Deep understanding of SQL and 13+ years of expertise with Oracle RDBMS daily hands on</b></p>
<b>Programming Languages</b>	C, Pro * C, PL/SQL, Python3, Java SE, Java EE, JSP, ASP, PHP, JavaScript, VBScript, Visual Basic 6, Clearbasic, Turbo Pascal 6, GWBasic, Assembly Z80, Arduino
<b>Frameworks</b>	AJAX, JQuery, JqueryUI, Bootstrap, EAI WebMethods 6
<b>Formal Languages</b>	HTML5, DHTML, XML, XHTML, CSS3, JSON
<b>CMS</b>	Wordpress+WooCommerce, Joomla 1.5+Virtuemart, Google Blogger

<b>Operating Systems</b>	Windows 7 / XP / Vista / 2000/ Advanced Server, Red Hat Enterprise Linux (RHEL), CentOS, SUSE, Debian, Ubuntu, IBM AIX, Sun Solaris, Unix System V, MS-DOS						
<b>Protocols</b>	FTP, SFTP, SSH, SCP, TELNET, DNS, TCP/IP, UPD, DHCP, HTTP, SSL/TLS, IMAP, POP, SMTP, LDAP (Active Directory), SOAP						
<b>Databases</b>	<b>Oracle</b> , MySql 8, MariaDB, PostgreSQL9, SQL Server, Access						
<b>ETL</b>	TIBCO						
<b>Scripting</b>	Bash (SH), KSH						
<b>Web Server + AS</b>	Apache HTTP Server + Apache Tomcat, Jboss AS (WildFly), WebSphere						
<b>Middleware + ETL</b>	Oracle Weblogic, Oracle Tuxedo, WebMethods						
<b>Email Server</b>	Microsoft Exchange, Mail-in-a-box, Lotus Notes, Delano						
<b>Versioning</b>	SharePoint, TOTOISESVN, Git, GitHub, Git-stash						
<b>Bug Tracking Tools</b>	HP Service Manager v9 (HPSM), OpenTicket (OTRS), OsTicket						
<b>Collaboration Tools</b>	ServiceNow, Jira v7, WebEx, Google Hangouts, Gmail, Google Drive, Wiki Confluence, Trello, Slack						
<b>Other Tools</b>	Atom.io, Thunderbird, Putty, WinSCP, Filezilla, SoapUI, Oracle SQL Developer Data Modeler, Toad, SQL Developer, MySql Workbench, MS Office Suite, LibreOffice, WireShark, JUnit, Jmeter, LoadRunner						
<b>Special Applications</b>	Planisware v6, ClarifyCRM, EMC Documentum, Genesys CTI						
<b>Professional Certifications</b>	<table border="1"> <thead> <tr> <th>Professional Society/Certification</th> <th>Member Since/Date Certified</th> </tr> </thead> <tbody> <tr> <td>AMDOCS / Clarify Classic Developer</td> <td>April 2004</td> </tr> <tr> <td colspan="2"><u><a href="#">Elettronica Club - Annuario 2014/2015</a></u></td> </tr> </tbody> </table>	Professional Society/Certification	Member Since/Date Certified	AMDOCS / Clarify Classic Developer	April 2004	<u><a href="#">Elettronica Club - Annuario 2014/2015</a></u>	
Professional Society/Certification	Member Since/Date Certified						
AMDOCS / Clarify Classic Developer	April 2004						
<u><a href="#">Elettronica Club - Annuario 2014/2015</a></u>							

<b>Courses</b>	AWS Cloud Solution Architect <b>Oracle 11g Database Administrator (DBA)</b> Unified Modeling Language (UML) <b>DB Analysis with Oracle (Design, Optimization, Tuning)</b> Custom Application Design School ClarifyCRM 12.5 Object Oriented Design (OOD) Visual Basic Developer Object Oriented Programming (OOP) <b>PL/SQL Developer</b> <b>Oracle RDBMS</b> C Programmer Standard ANSI
----------------	--

<b>Work Experiences</b>	<p><b>Linux SysAdmin / MySql DBA / VacancySoft</b>  <i>Vacancysoft</i>          Jan 2020- February 2021 (1y 2m) @ Remote - Main site: Warsaw, Poland</p> <p>working in a team using Agile methodologies</p> <ul style="list-style-type: none"> <li>- Create virtualization environments using ProxMox</li> <li>- Setup Test Server in Office (Full Stack, several VM boxes)</li> <li>- Design and Implement Database Schema changes in MySql 5.7</li> <li>- Maintenance Serves in Cloud (OVH)</li> <li>- Actively Coordinating Operation/ Support Team</li> </ul>
-------------------------	---

## **Oracle BI Data Modeler / Warsaw Mathematical Institute**

*Seargin*

June 2019- Dec 2019(6m) @Warsaw, Poland

Well integrated into the Agile **Oracle PL/SQL Developer** Team, my role is **Oracle BI Specialist**

My responsibilities are:

- Analyze new requirements and **design DWH solutions**
- **Design new schema sections**
- **Review and adapt parts of existing schema**
- Develop **Advanced PL/SQL scripts**

## **Linux SysAdmin / MySql DBA at Roche Polska Sp. Z o.o.**

*IT Kontrakt*

December 2018- June 2019 (1y 6m) @ Remote - Main site: Warsaw, Poland

Well integrated into the Operation & Support (Agile) Team, my role is Linux System Administrator and MySql DBA.

My responsibilities are:

- Taking care of Linux DB Servers
- Taking care of MySql DBs
- Operation on Databases
- Database Maintenance
- DB and Server Monitoring

I contributed to write the documentation:

- Installation Manual (Production)
- Installation Qualification Report (Production)

Setup 6 Virtual machines using VMWare as Ubuntu Servers on HP machine. Setup 1 MySql Database cluster, 1 master + 2 slaves, mounted disks, set up accounts, and databases.

MySql DB tuning and performance optimization.

Database migration from MySql 8 to MariaDB.

Setup 1 MariaDB Database cluster, 1 master + 2 slaves, mounted disks, set up accounts, and databases.

Setup Alarms (scripts and notification via email) and monitoring.

## **Linux Senior System Administator at Roche Polska Sp. Z o.o.**

*IT Kontrakt*

February 2016- December 2018 (2y) @ Remote - Main site: Warsaw, Poland

Well integrated into the Operation & Support (Agile) Team, my main role is Sr. System Administrator.

My responsibilities are:

- Operations Support
- Delivery Management
- Configuration Management
- Disaster & Recovery

Took care of 22 application server and **6 Oracle RDMS servers**, all running Red Hat Santiago.

I setup all DEV envs: beta, testing, integration, UAT and Production servers, full stack: - **Oracle RDBMS** - Apache2 - Planisware - SSO and LDAP integration - JRE libraries and other client components. Setup NFS for automating software distribution. Routed the traffic and setup Clusters and Load Balancer. Wrote CronTab tasks using sc, sh and ksh.

I'm the author of the following documentation:

- Operational Manual (DEV, TEST e Prod Environment)
- Installation Manual (Production)
- Installation Qualification Report (Production)

I was the trainer of other Operation Team members, created the documentation, the KB (Confluence Wiki portal), and recorded some training videos.

Involved in installation, configuration and administration of RHEL 5x/6.x Servers.

Installation of Packages, Patch Management and Upgrades.

Involved in upgrading production Linux development QA servers

Involved in migration and consolidation of Linux Servers in Production data center.

Experienced in creating and maintaining users, profile, security rights, disk space and process monitoring.

Experienced in file system administration, resolving system errors, crashes and file system errors.

Experience in Managing various Network related tasks such as TCP/IP, NFS, DNS, DHCP and SMTP.

Configuring and Administering LDAP and FTP on Linux server environment.

Experienced in writing Shell scripts using bash, startup/shutdown and other system related tasks.

**Wrote PL/SQL scripts for monitoring ORACLE DB (queues, external data load and integration)**

Experienced in Apache and Tomcat

Experienced in building/compiling packages from source

File system maintenance, process automation of databases, applications and backup.

Experience in Troubleshooting Hardware, Storage, Application Bottlenecks. System Recovery, Crash dump analysis and performance tuning.

Managing user accounts, system security, change management, documenting and following Company Standards

Experienced in supporting 7x24 production computing environments, on-call

and week-end support

## **Database Architect / Database Modeler**

*Accenture*

March 2013- July 2013 (4 months) @Milan Area, Italy

Working on design of large **Oracle DWH system** for Unicredit Italian international bank.

In particular I'm involved as Subject Matter Expert (SME) in:

- **DWH Schema design (logic, physic, implementation)**
- **Advanced PL/SQL** (packages, procedures, wrappers, materialized views, views, partitioned tables, etc..)
- **Database Optimization** (parameters and configuration)
- **DB monitoring** (sessions, logs, alerts, audit, etc..)
- **Query analyze & optimization** (explain plan, SGA, tracing & analyzing, query rewriting, normalized data models)

During meeting with customer, aside of project manager, I've been involved in BI analysis in particular about:

- find the best data mining solution
- identify technology required
- identify possible asset reuse
- identify possible risks
- review costs and time (man/days)
- define delivery planning

**Experience in migrate huge quantity of data using transportable database, tablespaces export/import, data pump utilities.**

**Expertise in loading data from Flat Files using SQL LOADER and External Table.**

Installed and configured oracle Grid control and deployed agent on managed targets.

Good experience with **Oracle grid control**, **OEM** and **SQL tuning** advisor.

Experienced on creating **DB links** across databases and performed advanced replications using **Golden Gate**.

Designed and implemented backups and recovery using recovery manager **RMAN**.

## **Ticket Operations Manager**

*Accenture*

August 2012- February 2013 (7 months) @Rome Area, Italy

Enterprise Application Integration (EAI) project for large Italian telecommunication provider, Wind Telecomunicazioni S.p.a., using TIBCO technology.

I have been appointed as Operation&Support Team Leader, coordinating an international team of 12 people distributed between Rome, Napoli and Bangalore offices.

Our goal is keep ESB System up&running 24h/7d application for Wind Telecomunicazioni S.p.a in order to provide support and solve urgent problems, trouble tickets managing.

ESB System is and EAI application based on TIBCO Technology 5.4

My role was Operation&Support Team Leader, coordinating a team of 4 people in Napoli, 4 in Rome and 4 in India.

I've been involved in application maintenance process review, in particular I was in charge as new coordinator, studied all the old process of generic incident reporting and review all operations manuals.

After several meeting with customer and after presented new technical details about our new solution, we agreed to separate flows: Defect Tracking, Bug Reporting, Incident Reporting; for us has been a double success:

- increased level of service
- split duties, specialized people
- satisfied our customer.

When this model has started to work, our management, with my reports in hand, had cards for asking separate payments for each service line; they successfully archived this goal.

I was monitoring 12 CentOS servers where above was running TIBCO 5.4 Architecture in the Production environment. I've developed there a lot of scripts in order to monitor errors, warnings and eventually restart pieces of architectures. Monitoring was extended also to the Oracle DB (via sh and PL/SQL). Fixing data in Oracle DB in Prod environment.

Main responsibility:

- Team Leading
- Overall System Monitoring Status, 24x7.
- Iprocess (Status, Queues, Manually re-submit, Stop/Start)
- EMS Server (Status, Queues, Storage)
- BG (Status)
- BW (Monitoring, Stop/Start, Configurations and Balancing)
- File System Monitoring (Servers)
- Event Monitoring
- Channel Monitoring
- Failures Monitoring (Discards/Failures Analysis, Manually re-submit, Remediations)
- MNP (Analysis of cases, Manually re-submit, Manually remediations)
- DB (Monitoring DB status, Archive Managing, Tuning, Performance Monitoring, Statistical & Optimization)
- Daily Checks
- Rollout and Delivery Management

## **Incident Problem Manager / Delivery Manager**

*Accenture*

March 2012 - August 2012 (6 months) @Rome Area, Italy

I have been appointed as Application Maintenance, Operation&Support Team Leader, coordinating a team of 4 people.

Our goal is to maintain E-PROC application for CONSIP S.p.a (Italian Economy Minister holding) in order to provide support and solve urgent problems, trouble tickets managing.

I've worked to manage and delivery plan of Trouble Tickets that have been reported, establish and enforce operational plans to keep priority metric(QPI) and delivery times required by customer (SLA).

Results archived:

- Reorganization of 1th and 2<sup>nd</sup> Line of Support
- Reorganization of the Team with focus skills to succeed
- Introduction of daily reports
- Planning tasks day by day on the basis of Ranking / Priority
- Use of a shared mailbox (to have a global vision, and not staff)
- Improve dialogue Client Team - Local Team

- Reorganization of the 1th level in Napoli with Call Center Service
- Improved the relationship of trust with the customer (shared schedules of releases and solutions)
- Fix release time set in the middle of week
- Introducing more powerful software Configuration Management

## **Technical Project Manager**

*Accenture*

October 2011 - March 2012 (6 months) @Cagliari Area, Italy

I have been appointed as Technical Project Manager, coordinating a team of 7 people (in overload case, up to 10 people).

Our goal was to design and develop a new document management system (DMS) for "Regione Autonoma della Sardegna" in order to simplify operations on document, protocols, and whole archive of this government institution.

Just after project requirement gathering, I've been involved on the design of technical architecture, in particular during feasibility analysis phase:

- designed the best architecture evaluating costs and performances
- executed gap analysis on asset reuse components

- prepared project delivery planning

and also during technical analysis:

- DB schema design
- defined security policies

Just after build up developer team in Napoli, and test team in Rome, I've been appointed Technical Project Manager, my responsibilities were:

- Planning Activity
- Team Management
- Establish and keep Schedule/Millstones
- Analyze impacts on development
- Code & Quality review
- Oracle DBA
- Test Planner

Before roll-off I've prepared performance test plan and test environment; design and execute performance test using Jmeter / LoadRunner and Oracle itself.

Written down document for Quality Assurance/code review and Performance testing.

## **Incident Problem Manager / Delivery Manager**

*Accenture Technology Solutions*

2007- 2011(4 years) @Naples Area, Italy

I've supported day-by-day our customer Operation Team, my team was the only authorized to work directly in production environment to fix fatal defects.

I was the focal point for urgent matters.

I have created the master image for the Call Center position and virtualized the positions using Citrix. Citrix server was prepared with Windows 2000 Advanced Server and was running above each virtualized instance of all the applications necessary for each Call Center Operator.

I was in charge, among the 3 specialized technicians, to maintain the main CRM **Oracle database** (running on HP UX), in particular, we were taking care of daily backups, installing HDDs and monitor the system resources, data integrity

and safety 24x7.

I have been appointed as Application Maintenance Team Leader, coordinating a team of 4 people (in overload case up to 12 people).

I was responsible for delivery management of fix releases and main releases. I was taking care to report to the management CRs estimation (man days), and follow up the full CRs life cycle, from the design till the installation in production.

I worked to discriminate the type of bug that have been reported, direct reports through analysis of the feasibility to establish the demand for new requirements (enhancement and CR), the resources in support of bugs reported, provide substantial analysis on which the other teams can build on, establish and enforce operational plans to keep priority metric (KPI) and delivery times required by customer (SLA).

I took care of UAT validation before give the GO to install the software in PROD.

After the takeover of IBM as the leading supplier of our customers, we continued to be present as a sub-contractor.

I worked by phone with the Indian IBM Global Delivery Team, which was in charge software building, I talk with them about resolving production environment issues.

After IBM's contract expiry, thanks to our skills and strong knowledge, we're back to being at the forefront as a supplier.

My work was focused on incident management, in particular, with myself and my team, to be able to offer the best recovery as soon as possible with the fewest possible "side effects".

Thanks to my wide experience on Oracle I was responsible for database administration, production support, installation of new nodes, configuration, upgrades, patches, backup and recovery, auditing and space management.

Experience in using SQL, PL/SQL stored procedures, indexes, materialized views, shell scripting, partitioned and non-partioned tables, packages and triggers for improved performance of the database.

Experience in identified poor SQL statements using EXPLAIN PLAN, TKPROF, SQL TRACE, OEM Grid Monitoring.

Expertise in maintaining Database Roles, Users using Security Compliance Auditing.

Worked as on-call support team member for administering 24X7 production databases.

## **Technical System Analyst / Database Modeler**

*Accenture Technology Solutions*

2003 - 2006 (3y) @Naples Area, Italy

During this period I have successfully achieved several goals by raising my level of technical knowledge and skills to the level of CRM and SFA Expert.

I was in charge to draw up detailed technical analysis about both user interfaces (GUI) and batch components, driving developer team side to side.



I get in charge design and development (full stack, DB Schema included) of new Trouble Ticketing Management System (TTM) in place of old systems already used by our customer (TTS-Network Operation, TTS- Information Technology).

This new system has been integrate with CCM (Customer Contact Management based on Clarify package) full customizing new clarify forms under ClearSupport Clarify's modules.

I designed the core modules and coded in person, our customer actually use this system to trace problems reported by end user through call center.

I've given the exam and successfully obtained the certification of "Clarify Classic Developer" in 2004.

I attended courses Amdocs® ClarifyCRM 12.5 in 2005.

## **Clarify Developer / JavaSE Developer / SQL Developer**

*Accenture Technology Solutions*

2001 - 2003 (2y) @Milan Area, Italy

I worked in Milano Accenture site on CRM project for Vodafone Italy, worldwide mobile telecommunications company operating in Italy, a project that I had the pleasure to follow early start-up in customer site.

During this period I worked first in the development of GUI interfaces with Clarify package on Oracle platform and later in the development of batches (KSH, C, Pro \* C, JavaSE).

Developed some RuleManager's rules and customized Delano integration to send e-mail template to end users.

I took care of data load into database and testing Java batches and web interfaces.

## **Visual Basic Programmer + PL/SQL developer on Oracle DB**

*ITNext S.p.a.*

2000- 2001(1y) @Napoli Area, Italy

Tasks performed: Visual Basic Programmer and PL/SQL developer on Oracle DB, customer: worldwide mobile telecommunications provider.

Accomplishing ActiveX Server, OCX, DLL interface, Batch in VB. Script developer in PL/SQL language (Stored Procedures, Creating Indexes, DB Maintenance, etc...).

I took care of testing VB Forms.

### **Hobby**

I love programming, to play guitar and practice Aikido.

I'm a so called "Maker", I can design an electronic circuit, realize the PCB, program an Arduino or a Raspberry PI, design in 3D and build the enclosure with my 3d printer.

### **Driving License**

European Type A (motorbike) and B (car).