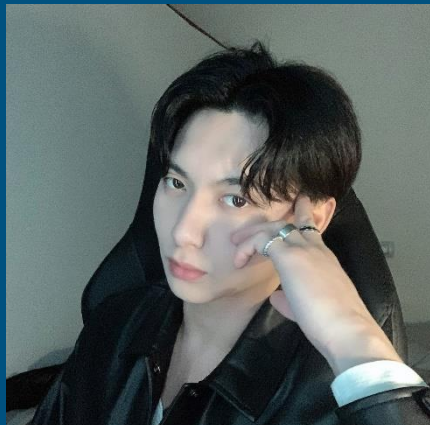


# JEROME DECINCO

## DEVELOPER



### PERSONAL INFORMATIONS

Age: 25

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<https://www.linkedin.com/in/jerome-de-cinco-4b4904189/>

### CORE SKILLS

SaaS  
SLA  
Network infrastructure  
Servicenow Tool  
Salesforce Tool  
SAP application support  
Microsoft Office products  
SQL Server  
MySQL & Query  
Oracle Support  
Swift  
C++  
Python  
Javascript  
HTML + CSS  
Git

“Motivated Junior Developer with extensive knowledge of C#, .NET and Java programming languages, experienced in design, installation, testing and maintenance of software systems”

### EXPERIENCE

- 06/2021 **IT SUPPORT ANALYST – Business traveler for Bracco**  
- to date **Europe's sites**  
*MCSI at customer Bracco Imaging Spa*
  - Identify user issues, diagnosing problems and delivering workable solutions via phone, email or desk.
  - Ensuring that all user issues resolved with **agreed service level** time frames
  - Overseeing the installation of hardware and software including printers, PC's and OS's
  - Troubleshooting software including **Microsoft Office 365, Active Directory, SCCM and Windows 10**
  - Perform routine backups & archival of files to assist with disaster recovery.
  - Escalating and identify any critical issues.
  - Following procedures/checklists and updating support documentation.
- 10/2019 **IT APPLICATION SUPPORT SPECIALIST**  
- 06/2021 *MCSI at customer Centro Diagnostico Italiano S.p.A – Milano, MI*
  - Optimize the performance of **software applications**, install updates and perform debug procedures
  - Tested **troubleshooting** methods, devised innovative solutions, and documented resolutions for inclusion in knowledge base for support team use.
  - Researched, designed and implemented scalable applications for information **identification, extraction, analysis, retrieval and indexing**.
  - Conducted regression testing, analyzed results and submitted observations to development team.
  - Gathered data on **integration issues** and **vulnerabilities** and reported all findings, including improvement recommendations

### DEGREE & CERTIFICATES

- 10/2019 **Certificates CompTia Security+**: Cybersecurity  
Ife Istituto Formativo Europeo - Padova
- 09/2017 **Certificates Swift/iOS**: Swift Developer  
IFTS Istituto De Amicis - Milano
- 07/2017 **High School Degree**: Elettrotecnica ed Elettronica  
IISS James Clerk Maxwell - Milano

### LANGUAGES

**MOTHER TONGUE:** Italian  
**OTHER:** English