

# Simone Zabberoni

<https://www.linkedin.com/in/simonezabberoni/>

<https://github.com/Simone-Zabberoni/>

<https://simone-zabberoni.github.io/>

## **GENERAL INFORMATIONs and EDUCATION**

|             |  |                 |  |
|-------------|--|-----------------|--|
| Phone       | +39 335 1337202  | Birth date      | June 1, 1980   |
| Email       | <a href="mailto:simone.zabberoni@gmail.com">simone.zabberoni@gmail.com</a> | Driving Licence | Licence B & A3   |
| Nationality | Italian  | School          | 1999 – High School Diploma as Engineering Technician<br>C/o ITIS Nullo Baldini, Ravenna. |
|             |  | Languages       | Italian – Mother tongue<br>English – Very good fluency in reading and speaking           |

## **PROFESSIONAL SKILLS & CURRENT RESPONSIBILITIES**

Project leader with experience in both domestic and international contexts, managing IT projects from design to engineering, planning, setup, delivery and maintenance.

Senior systems engineer with strong ICT skills, focused on server side architectures, networking and security in enterprise environments.

ISO 27001 “Security and risk management committee” member and “Risk and contingency” manager.

## **SKILL HIGHLIGHTS**

Advanced system administration in Windows and Linux systems, infrastructure management, network analysis, log analysis, reporting, troubleshooting and performance analysis.

Advanced network management with firewall, routing and switching devices, Linux firewalls, Sophos XG/SG firewalls, Fortigate and Cisco.

Troubleshooting and problem analysis in large-scale networks, in-depth packet tracing and analysis.

Monitoring expert with Zabbix for infrastructure and application telemetry, integration of monitoring/alerting into helpdesk workflows and WhatIfs.

Strong IT engineering and project management skills in medium to enterprise environments: project design, cost analysis and benchmarking, planning and delivery.

Very good communication and team management capabilities used for task planning and allocation, project review meetings, customer meetings and claim handling.

Expertise in ISO 27001:2013 and its implementation in real-world scenarios: risk analysis, process analysis, control evaluation, procedure implementation, PDCA cycle and the management of non-conformities and corrective actions.

Experience in Service Desk Management, overseeing daily helpdesk operations and KPIs, managing anomalies and escalations.

## ***SKILLS DEVELOPEMENT***

Actively advancing in container technologies with Docker and Kubernetes for consolidation, application modernization and migration of services to the cloud.

Currently training for Amazon Web Services Certified Solutions Architect – Associate.

Currently studying ITIL methodologies.

Interested in voice user interfaces and their possible integration to IT and non-it services.

Writing and enhancing a reporting tool for Atlassian Trello project management in VueJS.

Frequent participation at SANS webinars and CFPs.

## ***ADDITIONAL TECHNICAL DETAILS***

Very strong skills on hosting platforms, reverse proxy and balancing, layer 3 and 4 advanced networking.

Very strong skills on enterprise mail systems with focus on peripheral gateway machines: antispam, rule filters, blacklisting/graylisting, dns load balancing and logging, specific relay configurations in multi-domain environments, message flow analysis and diagnostics.

Python, Perl, Bash and Powershell advanced scripting for system administration and bulk processing.

Strong skill on virtualized architectures with VmWare and HyperV.

Strong skills on Voip systems, planning, flow management and troubleshooting.

Strong skills in security assessment and penetration testing.

Good knowledge of the Elastic Stack for logging, analytics, dashboarding and reporting

Good skills on relational databases administration, experience with MySQL and Oracle management and migrations.

Good skills on client side security, on MS windows environment, with good antivirus management competences, mostly on Sophos and TrendMicro platforms.

Experience on microcontroller board programming and integration, mostly on Arduino and Atmel platforms, along with their development environment.

## **EXPERIENCES**

### **SYSTEMS ENGINEER, PROJECT LEADER & SERVICE DESK MANAGER**

Tomware Group – Ravenna.

*Oct 2014 - today*

*IT Project engineering, management and delivery in enterprise and international contexts.*

*Instructor and consultant for customers and in-house.*

*Customer Technical Account.*

*Service desk management, second and third level support for enterprise customers.*

*Remote site ICT design, setup and maintenance for international Oil&Gas customers in foreign countries (Omsk-RU, Tirane-AL, Thessaloniki-GR, Athens-GR, Zug-CH, Slovakia, Czech Republic, Azerbaijan).*

*ISO 27001 “Security and risk management committee” member and “Risk and contingency” manager.*

### **OWNER & MANAGER**

Jak Snc - Ravenna

*Aug. 2007 - Oct. 2014*

*Bar & Restoration Management, customer interaction, administration & logistics.*

*Social marketing, event creation and graphics.*

*IT Consulting & Internet point*

### **SYSTEMS ENGINEER**

Tomware Group – Ravenna.

*Nov 1999 - Aug 2007*

*Creation, management and troubleshooting of network and computer systems in small to enterprise companies.*

*Installation and management of mail systems, virtualization structures, firewall solutions and storage.*

*Network & security instructor*

**Simone Zabberoni.**