

# Francesco Laguardia

Information technology technical specialist

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## ABOUT ME

“Be yourself, everyone else is already taken”. Oscar Wilde.

I am passionate about technology, a music lover and a passionate sportsman. I believe that to be yourself you must follow your passions and values.

## EDUCATION —

**2005 - High school diploma in electrical engineering**  
ITIS A. Volta, Lodi

**2014 - Bachelor degree in Computer Science**  
University of Milan

**2015 – Apple certification:**  
ACSP – ACMT- ACiT renewed on 2020

**2016 – Cisco CCNA course**

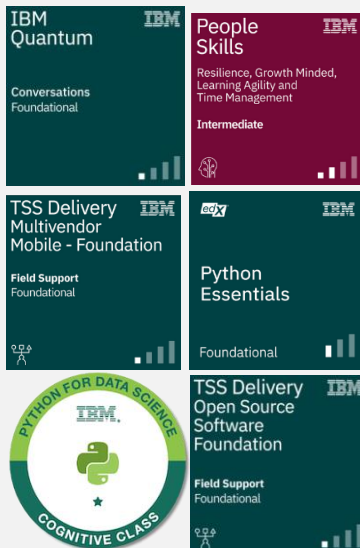
## EXPERIENCE

2014 - Now

**Information Technology Technical Specialist •  
Systems Service Representative • IBM**

- ENI data center – HPC hardware maintenance
- UBI BANK - mainframe architecture hardware service
- NESTLE' – back office team leader
- APPLE – focal point for apple devices
- ITALIAN BANK – back office support

## BADGES —



## SKILLS

- Resolve critical or escalated technical issues regarding affected equipment
- Working within data center and network operation center environment
- Maintenance and monitoring of server systems
- Experience with Linux operating systems
- Ability to collaborate with teams to overcome challenges
- Working within a ticket-based environment
- Monitoring and reporting KPI's
- Resistance to stress