Alberto Bregliano / alberto.bregliano@protonmail.com / +39 335 729 1533

PROCESS ENGINEER at TIM

December 2019 - Present - Process Engineer at TIM
Re-engineering all company processes.
- Awarded economic incentive

December 2015 - December 2019 (4 years) - ICT SYSTEM ARCHITECT SPECIALIST at TIM
Assurance maintenance and provisioning of TIM CDNs networks.
- Developed software to monitor drops of PPP sessions on TIM NASs.

October 2013 - December 2015 (2 years 3 months) - ICT Specialist at TIM
Assurance maintenance and provisioning of TIM Content Delivery Network.
Operational support on core ICT platforms in TIM Multimedia department.
- Awarded promotion

October 2008 - November 2013 (5 years 2 months) - Web specialist at Telecom Italia
Operational support on value added services for the Italian domestic broadband market.
- Developed a system to spread knowledge among technicians in shifts.
- Awarded economic incentive

November 2006 - October 2008 (2 years) - Focal Point for Alice Germany at Telecom Italia
Operational support on AAA platform for the German broadband residential market.
- Development of best practices to speed-up troubleshooting activities.
- 54% of trouble tickets closed within 2 working days against an average of 34% before best practices were enforced.

September 2003 - November 2006 (3 years 3 months) - Focal Point for Wifi and Roaming Services at Telecom Italia
Operation support and deployment of Telecom Italia Wi-Fi hotspots. Coaching of new technicians.
Troubleshooting international roaming issues following Wireless Broadband Alliance procedures.
- Developed an intranet website to correctly identify roaming issues.
- Developed a web application to monitor hot-spots devices and access-points.
- Awarded economic incentive

May 2001 - September 2003 (2 years 5 months) - Focal Point for Outsourcing clients at Telecom Italia
Operation support for business clients with ICT systems hosted in Telecom Italia IDCs.
Management and provisioning of VPN back-end connections.
- 88% of trouble tickets closed within 4 hours against a goal of 86%.
- Awarded promotion

Education
ITIS Antonio Meucci, Perito in elettronica e telecomunicazioni 100/100

Familiar with
Network: **Cisco products**
Programming languages and methodologies**: GOLANG, Git, API REST, ETL, gRPC, React**
Databases: **Mysql, Mongodb, Redis, Cockroachdb, ELK stack**
Cloud: **Azure, AWS, GCP**
Operative Systems: **Windows**, **Linux, openBSD**

Certifications
[Architecting with Google Kubernetes Engine](#)
CCNA Certification Mar 2017 – Mar 2022 License CSCO12840800

CCNA Security Certification Dec 2019 – Mar 2022 License CSCO12840800
ITIL Foundation Certification Mar 2015 – Present License 1000XXX596

Red Hat Certified System Admin Certification May 2014–May 2017 License 140-099-425