

Personal Details

Ermesa Pepe

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A well-organised, highly motivated individual with excellent communication and technical skills.

Key Skills

Personal Skills

- A genuine desire to achieve, excel and evolve
- Excellent written and verbal communication skills
- Fast learner, ability to work independently
- Strong problem-solving
- Excellent analytical skills

Management/Supervisory Skills

- Ability to grasp new ideas and integrate them into desired results
- Committed to implementing quality improvement techniques
- Strong interpersonal skills and positive work ethic

Computer Skills

- Excellent knowledge of the MS Office Suite (Excel, Word), SharePoint, PowerPoint
- Excellent Knowledge of Tableau and Power BI
- Experience with Source Code and Version Repository (GitHub)
- Manage Multiple Projects in a Deadline-Driven Environment
- Excellent knowledge of the OS Windows, VMware, Hyper-V
- Installation and maintenance of Open-Source OS: Raspbian, Debian, Ubuntu.
- Excellent Knowledge of SQL Server, RDBMS MySQL, SQLyog, SSRS (Crystal Report, Microsoft Report Viewer),
- Messaging Protocols: MQTT, MSMQ, RabbitMQ.
- IIS, Apache HTTP server and NGINX administration

Programming Skills

Python, R, C#, VB.Net, Visual Basic, MVC, ASP, HTML, HTML5, CSS3, XML, JavaScript, jQuery.

Educational Record

2022 TU Dublin

PhD Candidate Artificial Intelligence - AICL Lab

Resource-constrained Artificial Intelligence, Signal Processing, and Electroencephalography.

The research focuses on human cognitive load modelling based on multi-modal technologies, which can be assessed in real-time to serve as meaningful information to understand user behaviour and provide rich input to AI-based systems.

2022 ***ITIL Foundation Certificate in IT Service Management***

2020 National College of Ireland

Master's Degree in Data Analytics (Distinction)

Main Field of Study:

- Machine Learning 1 & 2
- Data Governance & Ethics
- Business Intelligence
- Database & Analytics Programming
- Modelling, Simulation and Optimisation
- Advanced Statistics

Thesis in Deep Learning to Achieve the Master's Degree:

"Human-centric Approach to Emails Phishing Detection"

<https://norma.ncirl.ie/6259/1/ermesapepe.pdf>

2018 TU Dublin

Bachelor of Science (Honours) in Computing with Information Technology Management (First Class Honours)

The course allowed me to consolidate my knowledge and experience in Security, Networking, Cloud and Management. The main field of study:

- Security for the Cloud and IoT
- Cloud computing
- Virtualisation
- Data Visualisation
- Business Intelligence
- Strategy Governance and Quality

Research Project: Securing Docker Containers.

2017 TU Dublin

Bachelor's Degree of Science in the Management of Innovation and Technology (Distinction)

The course allowed me to consolidate my knowledge and experience in Management, Data Analysis, Statistics and Innovation.

The main field of study:

- Data Analytics
- Innovation
- Statistics
- Business Information System
- Process Analysis and Management

2015 ***MCPS: Microsoft Certified Professional***

MS: Programming in HTML5 with JavaScript and CSS3. Access and Secure Data, ***HTML5*** WebSocket API; use of JQuery to make AJAX call

2010 ***University of Padua, Italy***

Computational Mathematics, subjects of study:

Mathematical analysis
Discrete maths
Object-oriented programming
Computational Math (MatLab, Mathematica)
Mathematical Physics
Physics
Statistics

Career History

Oct '18 – Current

Dell, Dublin, Ireland

Role: Enterprise Technical Support Analyst - Storage

Support customers through their technical issues across EMEA markets. Systematically gathers relevant information and logs and applies technical knowledge to analyse and use highly specialised troubleshooting tools and content. Use operational and diagnostic procedures to diagnose and resolve issues in unique and complex customer environments (i.e. Microsoft, VMware), analyse SAN topology, analyse switch logs, and apply network best practices to improve system performance.

Liaising with Dell Resolution Managers, Sales, resellers, external vendors and onsite deployment teams.

Achievement

- Realisation and maintenance of the SharePoint for the Storage Department teams to facilitate agents in daily work.
- Realising, implementing, and maintaining the Community Site for the Storage Department as part of the *Voice of the Floor* project for a more innovative digital way of communicating and collecting employee feedback. The project has allowed me to grasp and integrate new ideas into innovative results. Managers for creativity and innovation recognised it.
- Coordination of the VoF activities: meeting minutes, planning, collaboration, and coordination to solve issues and ensure team visibility and communication.
- Tech mentor for the *Women Kickstart Programme 2019*. Managers recognised me for my experience and guidance in supporting mentees' success.
- Realisation and maintenance of the Inside Dell Website for *Woman in Action*.
- Currently developing an RPA solution to automatise Initial Customer Contact.

Sep '16 – Jan '18

HCE SRL, Venezia, Italy

Role: Software Developer (80% programming, 20% Customer Support, Troubleshooting)

HCE SRL is a web agency designing and developing web applications creating custom solutions based on the most trusted open-source frameworks in the market.

Achievements

- UX and UI Design of dynamic and responsive Websites and e-Commerce.
- Build Customer Satisfaction and Loyalty, post-project delivery, lesson learned.

Key Skills

- Translating and Implementing Customer requirements along the life cycle of the project.
- Build responsive websites.
- Database administration, maintenance, migration of Mysql 3.1/5.1 and several versions of SQLServer. Excellent knowledge of storing, manipulating and retrieving data in databases using SQL and Mysql.
- Web Forms and Windows Forms development using Visual Studio based on .Net Framework or .NET Core for cross-platform needs.
- Organisation of the Information and Contents, Analysis and Study of the navigation flows and manual realisation.
- Developing front-end projects using HTML5, CSS3 and preferably pure JS, with a mobile-first approach tested on many devices.

Feb '09 – May '2016

Cityware SRL, Padova, Italy

Role: Software Developer (80% programming, 20% Customer Support)

Cityware Srl is leading in parking technology and access control. I was a specialist in developing and maintaining stand-alone and desktop, and front-end applications.

Achievements

- I had the chance to collaborate with IoT projects involving public administration (e.g. Smart-City) to build an intelligent, embedded infrastructure based on related web services that facilitate daily life (e.g. payment, integration, ticket-less park booking).
- I used my ability to work independently and under pressure to develop a system of parking meters autonomously, remotely connected and based on a single-board computer Raspberry PI2. I built an embedded system, including a USB printer, Monitor, PoS, cash acceptor and web services.
- I consolidated my experience in IoT, Operating Systems, and Data Structures, creating software sharing usage information, helping diagnose problems, indicating maintenance schedules, and providing alerts communicating with sensors.

Key Skills

- Development of applications based on data connectors (adodb, ado.net), RDBMS SQL Server and MySQL Server.
- Database administration and maintenance. Excellent knowledge of queries and stored procedures in SQL and Mysql language.
- Development of software, Web Forms, and Windows Forms using Visual Studio and Xamarin for cross-platform applications.
- Working on Linux/Windows embedded systems has allowed me to build upon my knowledge in a wide variety of areas, such as device driver development (e.g. Ethernet, USB, RS232/485), TCP/IP networking and wireless networking technologies (including 3G/4G Router, WISP Client Router, AP), USB protocols (printers, barcode reader), problem-solving (including debugging of hardware and software issues).
- Development of software based on different messaging protocols (MSMQ, RabbitMQ).
- Development of software for automatic data exchange via FTP (batch script, Vbscript).

Languages

- Italian native
- English C1

Full clean driving licence