

# Federico Oliver Mencuccini

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## EXPERIENCE

### IT Systems Administrator

#### Grupo Cadarso

📅 October 2024 - Currently

📍 Barcelona, Spain

- Microsoft 365 Administration (Exchange, Teams, SharePoint, Intune, OneDrive)
- Administration and management of identities in Active Directory and Entra ID / Azure AAD.
- Management of networks, firewalls, and DNS (Cisco, Fortinet)
- VMWare + VEEAM management
- SAP Administration
- Oracle Opera Administration (Hospitality)
- PowerShell, Python y 1Password CLI
- Ticketing via FreshService
- Technical Documentation
- Providing virtual and in-person support, along with follow-up on incidents and user requests

### Systems Administrator and Python Developer

#### Amundi

📅 September 2023 - July 2024

📍 Barcelona, Spain

- I developed the Stockify (Stock Control) application in Python - Video on LinkedIn
- Creating PowerShell and Bash Scripts
- Active Directory and VPN Administration
- Technical Support for internal users through Jira
- Responsible for technical documentation in IT with Confluence
- Administration and advanced queries in SQL databases

Letter of recommendation available

### IT Helpdesk and COFB wiki creator

#### Barcelona College of Pharmacists

📅 July 2021- May 2022

📍 Barcelona, Spain

- Creating a website with IT Documentation (COFB Dokuwiki)
- Customer service and technical support for users
- Creating and configuring digital certificates
- Using HTML, CSS, PHP and Java
- IT Documentation Manager

Letter of recommendation available

## EDUCATION

Systems Administration in Red  
FP Higher Cycle

**Salesians Sarria, Barcelona**

📅 2022 - 2024

*Average rating: 8.8*

Microcomputer Systems and Networks  
FP Mid-level

**Salesians Sarria, Barcelona**

📅 2020 - 2022

*Average rating: 9.4*

## ACHIEVEMENTS

- Cloud Resume Project on Azure
- Azure Administrator
- Azure Fundamentals
- AWS Solutions Architect - Associate
- A2, B license
- Volunteering with disabled people

## Skills

- Azure, .GIT and Terraform
- Software Development
- Technical Documentation
- Adaptability and Rapid Learning
- Virtualization and Cloud
- Systems Administration
- Python and PowerShell
- Teamwork

## Technical Helpdesk Brother

### MST Holding

📅 November 2022 - May 2023      📍 Barcelona, Spain

- IT support for Brother printers for the UK market
- Using tickets to ensure quick problem resolution and customer satisfaction.
- Request management and problem resolution through calls and chats, complying with service level agreements (SLA).

## LANGUAGES

- English (Native)
- Italian (Native)
- Spanish (Advanced Level)
- Catalan (Advanced Level)
- French (Basic)

## INTERESTS

- Go on motorbike
- Gym
- Achieve goals
- Improve Skills