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

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Systems Administrator and Python Developer
Amundi

📅 September 2023 - July 2024   📍 Barcelona, Spain

- Developed application using Python and Oracle SQL (Stockify - Inventory Management System) – Video available on LinkedIn
- Active Directory and VPN Administration
- Advanced SQL database administration and queries
- Citrix administration
- Powershell and Bash Scripting
- Technical support to internal users via ticketing (Jira)
- Responsible for technical documentation in IT with Confluence

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, PowerShell and Node.JS
- 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