

Federico Oliver Mencuccini

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EXPERIENCE

IT Systems Administrator

Grupo Cadarso

- October 2024 - Currently Barcelona, España
- Microsoft 365 Administration
 - Active Directory Administration and Identity Management
 - VMWare + VEEAM management
 - SAP Administration
 - Oracle Opera Administration (Hospitality)
 - PowerShell and Python
 - 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)

INTERESTS

- Go on motorcycle
- Gym
- Achieve objectives
- Improve Skills