

PERSONAL INFORMATION



ILYASSA GUEBRE

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Sex Male | Date of birth 21/09/1987 | Nationality Italian

CAREER SUMMARY

Dynamic, Motivated, Analytical and Creative Professional with a vast experience of 10+ years in Information Technology, Competences include: IT Project Lead, Management and Supervision Servicedesk Team, Able to apply ITIL concepts and processes, Technical Support, Master Data Management, Apple Mobile Devices MDM Administrator

PREFERRED JOB

ServicesDesk Lead / Sccm Ms Intune Counsultant / Project Leader / Apple Mobile Device Administrator / IT Service Desk Specialist

WORK EXPERIENCE

Oct 2017–Nov 2019

IT Service Desk Supervisor & Project Leader

KPMG Italy, Milan (Italy)

- I planned, managed, changed and migrated the all company's assets which comprises: 4800 notebook, 300 Desktop, 5000 Mobile Device (iPhone, iPad) 120 network printers and 1500 portable printers
- Lead and management of the first and second line Service Desk Team, adopting ITIL best practices wherever possible, providing excellent customer service.
- Report of monthly statistics of the call queues of the first-line Service Desk and second-line backlog, with an excellent result.
- I keep the inventory of IT resources and software licenses updated by collaborating with the IT Finance & Demand department, saving money and avoiding budget spikes.
- Regular user surveys to determine the effectiveness of IT services allow.
- working closely with suppliers, I developed strategies and a team to pilot new hardware, software and mobile devices.
- Attend meetings of the change advisory committee and analyze business requirements by working with key stakeholders within the organization to develop solutions for IT and business needs

Business or sector INFORMATION TECHNOLOGY

Oct 2015–Nov 2019

Apple Mobile devices Service Owner

KPMG S.P.A

Via Vittor Pisani 31, 20124 Milano (Italy)

- Induction Training and support to first activation
- ITS OP - Infrastructure & Cloud Service
- Mobile Service Owner (iPhone, iPad, Samsung, BlackBerry)
- MDM Management Administrator (Mobile Iron & Microsoft Intune)
- Enterprise Mobility Management (EMM) - BlackBerry
- Supervised Device and Enterprise APP Management
- Wipe and Retire Enterprise Licence
- Mobile Device Repairer
- Technical Support, Troubleshooting, remote supporting & Problem Solving on site

Business or sector INFORMATION TECHNOLOGY

Nov 2014–Oct 2015

IT consultant / IT Governance

KPMG S.P.A

Via Vittor Pisani 31, 20124 Milano (Italy)

- IT Service Management (ITSM)
- IT Process Management
- IT-GV Site Asset & Equipment
- process to Asset & Equipment management
- Guidance and knowledge procedure management

Business or sector INFORMATION TECHNOLOGY

Mar 2010–Nov 2014

IT Service Desk Support

KPMG Italy

Via Vittor Pisani 31, 20121 Milan (Italy)

- Front Office > Front Line and remote support
- Back Office > Onsite support and Ticket Managment
- Maintenance of Computer, Printers and Mobile Devices

Business or sector INFORMATION TECHNOLOGY

Dec 2007–Mar 2010

ICT technician

MEDIA STUDIO s.a.s

Via Piave, 21, 23887 Olgiate Molgora (Italy)

- Technical Support and Troubleshooting With remote supporting, desktop, Laptop, printers, mobile devices
- consult and support in local schools and small enterprise

Business or sector Information and communication

Aug 2005–Dec 2007

Electromechanical Scholastic internship

Electro-Mechanical Workshop LZ

Via Cantelli, 23801 Calolziocorte (Italy)

- Troubleshooting, Maintenance of Computers & CNC Machine

Business or sector Manufacturing

EDUCATION AND TRAINING

Master Executive in Project Management

Milan (Italy)

Microsoft Intune MDM & SSCM

Microsys Srl, Milano (Italy)

Apple Certified Mac Technician (ACMT)

Espero S.r.l, Milano (Italy)

Apple Certified iOS Technician (ACiT)

Espero s.r.l, Milano (Italy)

ITIL® Foundation Certificate in IT Service Mngmt

Global Best Practice Solutions | AXELOS, Milano (Italy)

European Informatics Passport

Siner Vis s.r.l., Milano (Italy)

ICL Professional > ICL Hardware Specialist

Istituto Gamma, Milano (Italy)

High School Diploma

ICS Falcone e Borsellino, Lecco (Italy)

PERSONAL SKILLS

Mother tongue(s) French, Italian

Foreign language(s)

| | UNDERSTANDING | | SPEAKING | | WRITING |
|-----------------------|--|---------|--------------------|-------------------|---------|
| | Listening | Reading | Spoken interaction | Spoken production | |
| English | B1 | B1 | B1 | B1 | B1 |
| | Certificazione di inglese ESOL International | | | | |
| French Sign Language | C1 | C1 | C1 | C1 | C1 |
| | BEPC - Brevet d'Etudes du Premier Cycle | | | | |
| Italian Sign Language | C2 | C2 | C2 | C2 | C2 |
| | High School Diploma | | | | |

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

Confident, articulate, and professional speaking abilities.
gained experience as a public relations between the business and IT department in KPMG Italy

Organisational / managerial skills

Leadership, Organization and supervision a team of 16 people, currently in KPMG Italy
Team leader with a proven ability to train, supervise, motivate, and evaluate customer service representatives

Establish a genuine relationship with potential customers and suppliers

Job-related skills

Team spirit, ability and management in work, and perception of individual needs.
skill developed thanks to 10 years experience working with the multidisciplinary team in KPMG Italy

Digital skills

| SELF-ASSESSMENT | | | | |
|------------------------|-----------------|------------------|-----------------|-----------------|
| Information processing | Communication | Content creation | Safety | Problem-solving |
| Proficient user | Proficient user | Independent user | Proficient user | Proficient user |

Digital skills - Self-assessment grid

European Informatics Passport
Apple Certified iOS Technician (ACIT)
Apple Certified Mac Technician (ACMT)
ITIL® Foundation Certificate in IT Service Management
ICL Professional > ICL Hardware Specialist
Microsoft Intune MDM & SSCM
Master Executive in Project Management

■ IT Ticketing System

Experience with:

PAT HDA - Help Desk Advanced

Assyst - Axios

Service Now

■ Apple Devices & Services

Experience with:

Infrastructure & Cloud Service

MDM Administrator (Mobile Iron & Microsoft Intune)

Enterprise Mobility Management (EMM) - BlackBerry

Mobile Device Repairer

Macbook repairer

iOS Technican

Mac Os x Technican

■ Windows

Experience with:

Active Directory Services (Users/Groups)

SCCM Remote supporting,

Windows 7 and Windows 10

Troubleshooting ,Installing and configuring

MS Office 2007, 2010, 2013 (Word, Excel, Powerpoint)

MS Exchange, Outlook

Office 365

■ Computing hardware

Experience with:

Desktop and Laptop hardware repair (HP, Dell, Lenovo, Asus, Acer)

■ Printing / scanning devices

Experience with:

Troubleshooting, Installing, configuring and maintaining multifunctional (Canon, HP, samsung and Fujitsu scanner)

■ Anti-virus and security tools

Experience with:

Installing, Troubleshooting and virus removal

Windows Defender Security

McAfee Antivirus

Symantec Endpoint Protection

SentinelOne Endpoint Security

■ Audit Tool

eAudit Desktop Application

Driving licence B