Jacopo Scrinzi

Systems Engineer

EXPERIENCE

Intercom Inc. - Chicago, USA - *Security Engineer*
March 2019 - Present
- ❖ Continued leading the Infrastructure-as-Code (IaC) program
- ❖ Developed permissions service to manage ACLs of internal applications
- ❖ Enhanced security logging for forensics investigations

Intercom R&D Unlimited - Dublin, Ireland - *Systems Engineer*
February 2018 - March 2019
- ❖ Leads the Infrastructure-as-Code (IaC) programme, trains and supports engineering teams with the codification of infrastructure resources
- ❖ Developed a malware scanner solution for customer supplied files which performs on average ~90K scans daily and removes malicious content from Intercom's CDN
- ❖ Implemented the 'right to erasure' as part of Intercom's GDPR readiness programme, whereby customers can request their data to be hard deleted across all Intercom datastores
- ❖ Co-leads Intercom's Security Champions' programme

Intercom R&D Unlimited - Dublin, Ireland - *Systems Engineer*
June 2016 - January 2018
- ❖ Responsible for the availability, scalability, cost and security of Intercom's AWS Infrastructure
- ❖ Initiated, developed and ran the Infrastructure-as-Code (IaC) programme
- ❖ Dramatically reduced AWS costs by developing a service that safely introduced the use of Spot Instances
- ❖ Designed and implemented elements of Intercom's CI/CD pipelines to improve reliability and reduce the security risk profile

Anacapa Holdings Ltd - Dublin, Ireland - *Systems Engineer*
January 2015 - May 2016
- ❖ Deployed, provisioned, monitored and maintained a network of 3,000+ Hotspot gateways across Europe as well as Anacapa's AWS Infrastructure
- ❖ Developed a web service that gave the possibility to monitor and remotely configure Hotspot gateways, reducing replacements and on-site visits by 40%
- ❖ Improved developer environment introducing version control and container based CI/CD

Anacapa Holdings Ltd - Dublin, Ireland - *Technical Support Specialist*
January 2014 - January 2015

Anacapa Holdings Ltd - Dublin, Ireland - *Technical Support Intern*
September 2013 - December 2013

EDUCATION

I.T.T Marconi - Rovereto (TN), Italy - *Diploma, Electronics and Telecommunications*
September 2007 - June 2013

LANGUAGES

Italian - Native, **English -** Fluent