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## **WORK EXPERIENCE**

# **Automation Engineer**

IPsoft 🗷

07/2016 - Present Amsterdam, The Netherlands

IPsoft makes it possible to transform business performance through the employment of digital labor

#### Achievements/Tasks

- Single-handedly built the front-end and back-end for the Automation Catalogue web application, improving the internal release process speed by 25% and making sales more effective and simple.
- Cloud Automation account lead for a key client (with over 10k Configuration Items), in charge of the whole workflow from analysis to implementation, testing and deployment in production cooperating daily with 2 Client SMEs and their Project Manager.
- Achieving just-in-time and lean production with an international team of 15 Automation Engineers, using modern and Agile tools (Jira, Confluence, Bitbucket's Git repositories, SCRUM meetings with daily sprints).

# **Technical Support Engineer**

NetApp 🗹

08/2015 - 06/2016

Amsterdam Area, Netherlands

NetApp is the leader in data insight, access, and control for hybrid cloud environments

#### Achievements/Tasks

- Addressed customers' technical issues by leveraging the use of my knowledge, experience, technical expertise and available resources, collaborating with a team of 20 Technical Support Engineers, 3 Escalation Engineers and 2 Managers.
- Handled daily critical escalations / cases of the highest priority.
- Designated Lifeguard among a team of 15 people, in order to provide onsite mentoring and coaching to Level 1 Technical Support Engineers.
- Actively contributed to the NetApp Knowledge Base program (KCS), selected by managers as a KCS Coach.

#### IT Manager

### Istituto Neurologico Mediterraneo NEUROMED 🗷

01/2010 - 08/2014

Isernia Area, Italy

#### Institute for treatment and research and private hospital Achievements/Tasks

- Designed and mantained an efficient interoperable network between the group's headquarters and subsidiaries (7 hospitals located in Molise and Campania, 700 clients and 20 servers).
- Designed, implemented and mantained local Windows Domain for 200 clients, configuring Microsoft WSUS and Group Policies.
- Optimized costs, spaces and power consumption implementing and managing a server consolidation project using VmWare.
- Allowed benchmark and control of call-out procedures by installing an Issue Tracking System for key company departments (IT, Biomedical Engineering, Maintenance, Purchasing) allowing to reduce average case resolution time by 15%.
- Secured sensitive user data by the installation and fine tuning of SAN Coraid and NAS Qnap devices, managing in-site and off-site backup copies through RSYNC or Python and Bash scripts reducing recovery time by 12%.
- Installed a GsmBox for mobile phone calls management, which reduced the company's phone costs by 25%.
- Resolved the frequent phone issues concerning medical reservations by deploying an internal Call Centre system based on 3com NBX.

# PERSONAL PROJECTS

Java, Predictive Text - https://github.com/ltpitt/java-predictive-text (05/2018 – Present)

Exploring some of the underlying concepts of using Markov Chain for predictive text using Java classes, interfaces and data structures.

Python, Item Catalog - https://github.com/ltpitt/python-item-catalog (06/2016 – Present)

A Web Item Catalog, it includes OAuth API Endpoints to retrieve data from the application in RSS and JSON format using Flask / SQLAlchemy.

Python, GitHub Backup - https://github.com/ltpitt/python-github-backup (09/2017 − Present) ✓

• Full-fledged command line tool to backup all GitHub repositories for the specified user, taking care backups rotation.

# **TECHNICAL SKILLS**

Python		Java	
Javascript	$\bullet$ $\bullet$ $\bullet$ $\circ$	jQuery	$\bullet$ $\bullet$ $\bullet$ $\circ$
jQuery Mobile	$\bullet$ $\bullet$ $\bullet$ $\circ$	Powershell	$\bullet$ $\bullet$ $\circ$ $\circ$
PostgreSQL	$\bullet$ $\bullet$ $\bullet$ $\circ$ $\circ$	MySQL	$\bullet$ $\bullet$ $\circ$ $\circ$
MariaDB	$\bullet$ $\bullet$ $\bullet$ $\circ$ $\circ$	SQLite	$\bullet$ $\bullet$ $\circ$ $\circ$
Git	$\bullet$ $\bullet$ $\bullet$ $\circ$	Linux	$\bullet$ $\bullet$ $\bullet$ $\circ$
Windows	$\bullet$ $\bullet$ $\bullet$ $\circ$ $\circ$	BASH	$\bullet$ $\bullet$ $\circ$ $\circ$
CSS		HTML5	

# **CERTIFICATES**

Java Programming and Software Engineering Fundamentals Specialization (09/2018 – Present)

Duke University - https://bit.ly/2xCXlTF

Android Nanodegree by Google (03/2017 – Present) Udacity - https://confirm.udacity.com/JHEDMLVL

Deep Learning Foundations (05/2017)

Udacity - https://confirm.udacity.com/EHKLCGAH

Principles of Computing (08/2014 – Present)

Rice University - https://bit.ly/2prBg77

Full Stack Web Developer (04/2015 – Present)

Udacity - https://confirm.udacity.com/D24SGPFP

Neural Networks and Deep Learning (10/2017 – Present)

Coursera - https://bit.ly/2Di9q6R

Interactive Programming in Python (05/2014)

Rice University - https://bit.ly/2xDZdMd

Cambridge English FCE (05/2001 – Present)

Cambridge University - https://bit.ly/2xs7uU8

## **LANGUAGES**

Italiano English English Nederlands

## **VOLUNTEER EXPERIENCE**

# **Handymen team coordinator** Serve the city Amsterdam

12/2015 - 12/2015

Stichting Antar takes care of children to provide them a second home Tasks/Achievements

- Coordinated a team of 5 volunteers.
- Partecipated in the completion of different handyman jobs in order to renovate 3 rooms.
- Made the environment more safe, useful and fun for the children.

Amsterdam, The Netherlands