



PERSONAL INFORMATION



Luca Arrigo




 150 COUNTRY CLUB DR, 02038 Franklin MA (United States)

 +1(617)459-9821

 luca@arrigo.io

 https://www.linkedin.com/in/luca-arrigo-9585aa36/?locale=it_IT  www.arrigo.io

 <https://github.com/m0rph84>

 Skype luky_luke84 |  Google Hangouts morph84@gmail.com

Sex Male | Date of birth 03/10/1984 | Nationality Italian

PREFERRED JOB

- ICT System Administrator
- Software Developer

GOALS

After a career of more than 10 years that led me to the Sysadmin specialization and to work in the IT world both in Italy and United States, I now feel the need for change and for new professional challenges.

I would like to go back to Europe and continue to pursue my carrier as a System engineer or specialize in what first fueled my passion for computer science, programming. This would allow me to put myself on the line and follow my passion for software development.

In short, I'm looking for a company that gives me the chance to get back in the game and that believe in my abilities, willingness to learn and work hard to achieve my new goals.

WORK EXPERIENCE

01/04/2015–Present

ICT Senior System Administrator

Uno Communications Inc., Boston (United States)

- Hardware/software Installation, configuration and maintenance of MVTs II and Mediacore VoIP **soft-switch servers**.
- 5-year experience with **VoIP engineering**, hands-on with VoIP and telecom equipment, standards and technologies.
- Installation, configuration and maintenance of **servers** and **virtual servers** based on **Linux/Windows Server 2012/2016** operating systems and **VMware/Hyper-V** virtualization systems
- Servers and networks **monitoring** and **troubleshooting** with tools like **PRTG** and remote or local intervention (Datacenter).

- Creation of simple **Python's scripts** to automate repetitive tasks.
- Coordination and **management** of the technical **support team**.
- Second-level **Help desk** support to our wholesale clients.

Business or sector Information and communication

10/01/2009–31/03/2015

ICT system administrator

Uno Communications SPA, Imperia (Italy)

- MVTs II VoIP **soft-switch** management.
- SOHO **routers** configuration.
- Creation of internal technical **documentation**.
- Providing support for end customers and companies about **HPDSL** and **ADSL** Internet services.
- Monitoring and **troubleshooting** problems on the Liguria's **HPDSL** network.
- Resolution of **VoIP quality** problematic.
- Maintenance on **Servers** for our local **data center**.
- Development support of the company's Intranet based on **HTML+CSS+ASP.NET**

Business or sector Information and communication

01/01/2007–30/09/2009

ICT system administrator

I2 s.r.l. (British Telecom Group company), Genova (Italy)

- Installation, configuration and maintenance of **Linux/Windows servers** and **virtual servers** (Vmware) for medium-small enterprises.
- Direct customer **e-mail** clients, **LAN** networks and **Personal Computers'** configuration Windows/MacOs/Linux.
- Co-workers support on **Web/Domain names** administration.
- Remote and phone **help desk**.

Business or sector Information and communication

2002 ICT technician

Internship with Provincia di Imperia (Local government administration), Imperia (Italy)

- **Software** and **Hardware** maintenance of employee's computers.
- New **computers** or components **installation** and configuration.
- Fixing **network** and **printers** issue.
- Scheduling of regular **back-ups** on magnetic tapes data storage.
- Data entry.

EDUCATION AND TRAINING

2003–2006 Computer Science - No degree

Universita' degli studi di Genova, Genova (Italy)
<https://informatica.dibris.unige.it/>

1998–2002 Accountant / Programmer High-School Diploma

I.I.S G. Ruffini, Imperia (Italy)
<http://www.ruffini.org/>

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	B2	C2	B2
Understanding and expression of the language improved during the five-year stay in the United States					
Portuguese	A2	A2	A2	A2	A2

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

- Good **communication** skills with people from different work and cultural backgrounds.
- Good ability to **create** formal and informal **interpersonal bonds**, gained through work experience both in Italy and abroad.

Organisational / managerial skills

- Good ability to work and **collaborate** in groups to achieve a common goal by accepting and proposing constructive criticisms regarding the problems faced.
- Good **organization** of activities and personal commitments.

- Ability to **structure** the subdivision of **tasks** and objectives, both personal and of work groups.

Job-related skills

With 12+ years of experience in the IT/ telecommunications industry, I have acquired a tremendous amount of technical knowledge, mostly focused on **VoIP** and **Server technologies**.

I can manage mixed ***Unix / Windows / macOS** systems both in **desktop** or **server/virtual server** environments, implement targeted solutions, solve software/hardware problems and help the technical support team in all daily challenges.

I am expanding my competences in the **DevOps** field, especially **Docker** containers\Cloud technologies (Azure, AWS) and stretching my knowledge about **software development**, focusing on Web Development, Python and C#.

My personal skills include a mentality focused on **problem solving** and attention to details as well as the ability to quickly acquire new concepts and the constant desire to **learn**.

Digital skills

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

Digital skills - Self-assessment grid

- Excellent knowledge of the **VOIP** protocol, **SIP / H.323** signalling protocols and **RTP** media protocol.
- Excellent knowledge of **personal computers**: hardware, software, **GNU/Linux** (mostly Red Hat and Debian based), MS **Windows7/10** and **macOS** operating systems.
- Very good knowledge of team collaboration tools like **Slack** and **Trello** and remote support software like **TeamViewer**.
- Good knowledge of **G Suite**.
- Router and network equipment configuration, **TCP/IP** protocol, **DNS**, **DHCP** and **QOS**, **SMB** and basic **firewall** configuration.
- **Virtual Machine** configuration in particular Oracle Virtual Box, VMware and Hyper-V.
- Basic knowledge of **Docker** containers and **Azure/AWS Cloud** platforms.
- Excellent knowledge of **computer science** fundamentals.
- Good knowledge of **HTML5 + CSS3 + JS**

- I am a self-taught programmer, I am currently reviewing and deepening my abilities in particular with **Python** and **C#** languages and **OOP/Functional** programming paradigms.
- Good knowledge of **GIT** for version control.
- Excellent experience with text editors/IDEs such as **Sublime Text 3**, **VsCode** and **Visual Studio**
- Good knowledge of the **MySQL DBMS**.

Driving licence B

ADDITIONAL INFORMATION

Certifications

- Certificate issued by **MIT/edX** for completion of the course "Introduction to Computer Science and Programming Using **Python**"

https://courses.edx.org/certificates/user/6418993/course/course-v1:MITx+6.00.1x_7+3T2015

- Certificate awarded by the **University of Colorado/Coursera** for completion of the "Beginning Game Programming with **C#**" course

<https://www.coursera.org/account/accomplishments/certificate/KVDEJAPVMM6W>

Projects

- In 2018 I worked as a volunteer **QA tester** for the creation of the videogame **Unavowed** by Wadjet Eye Games. My role was to test the video game, report bugs and suggest their resolution directly to the developers team through the **Trello** collaboration platform. My name is present in the game credits.

<http://www.wadjeteyegames.com/games/unavowed/>

Courses

Completed course "**Learning How to Learn**: Powerful mental tools to help you master tough subjects"

<https://www.coursera.org/learn/learning-how-to-learn>

I currently follow several **MOOCs** (Massive open online courses) on computer science topics

<http://mooc.org/>

Completing the **Free Code Camp** course Web Developer Certificate

<https://www.freecodecamp.org/>

Conferences

May 2017 - Chicago, USA - ITW - International Telecom Week conference, the largest meeting for the global wholesale telecommunication's industry.

Memberships

Between **2002** and **2007** I was a founder member of the **GUGLI** association, a Linux user group in Imperia, Italy, actively participating in the development of various events including Linux Day, Linux installation party and projects aimed at spreading **free software** especially in schools and public institutions in general.

Hobbies & Interests

- **Video games**. I am a long time gamer, playing with many genres, but I have a preference for Adventure Games and RPGs. It is largely due to video games if I pursued my IT career.
- **Game Design/Dev**. In my spare time I dedicate myself as a hobby to the study of design and development of video games in theory and practice; I am gaining experience in the use of AGS (Adventure Game Studio) and Unity. I also participated in several meetings of the indie game development scene in Boston
- I love to **travel** and immerse myself in the local culture of the countries I visit.
- I like **reading** books ranging from the Fantasy/Sci-fi genre to books on history or the physics of the universe, but also texts dealing with recent social problems such as global warming, the effect that automation will have on work, basic income and much more.
- I love watching **movies and TV series** from streaming services, but I'm not a fan of traditional TV.
- **Basketball**, NBA above all, is the only sport I am passionate about, I also like to practice it with my friends when I can.