



Marco Grimaldi

L2 Managed Services Engineer

ABOUT ME



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Santa Lucía de Tirajana, Las Palmas, 35110

I'm Marco Grimaldi, and I have a deep passion for technology, teaching, and learning processes, as well as for both natural and programming languages. I thrive on embracing new challenges, adapting to diverse contexts and systems, and continuously expanding my knowledge.

SKILLS

- Problem-solver
- Team player
- Proactive
- Fast-paced learner
- Detail-oriented
- Organized
- Empathetic

LANGUAGES (CEFR)

Italian (C2) | ●●●●●●●●

Spanish (C2) | ●●●●●●●●

English (C2) | ●●●●●●●●

German (C1) | ●●●●●●○

CERTIFICATIONS

10x Microsoft Certified:

AI-102 | AI-900 | AZ-104 | AZ-900 | DP-900 | MS-700 | MS-721 | MS-900 | PL-900 | SC-900

5x Google Professional Certificates:

Automation with Python | Cybersecurity | Data Analytics | IT Support | Project Management

3x C-Level Language Certificates:

EOI ENGLISH C2 | EOI SPANISH C2 | GOETHE-ZERTIFIKAT C1

1x SIP Certified:

SSCA® 'Elite' SIP Training

WORK EXPERIENCE

L2 MANAGED SERVICES ENGINEER AND TECHNICAL KNOWLEDGE MANAGER / NTT DATA, MADRID (REMOTE)

2023 - PRESENT

- Provide Level 2 technical support for Microsoft Teams, M365 and Azure environment, along with the Cloud Voice infrastructure, resolving incidents and fulfilling service requests
- Troubleshoot complex issues related to Teams meetings, calling, and integrations, network and cloud infrastructure, escalating to Level 3 support or vendors as needed
- Monitor system health and performance, identifying and addressing potential issues proactively
- Collaborate with other IT teams and vendors to implement changes or troubleshoot complex issues with regards to the Teams and Cloud Voice environment
- Manage the knowledge base lifecycle by writing, reviewing and maintaining documentation, including knowledge articles and troubleshooting guides

IT SERVICE DESK SPECIALIST / ACCENTURE SPAIN, SEVILLE (REMOTE)

2021 - 2023

- Provide IT support via phone, email, and web in German, English, and Spanish
- Resolve incidents and user requests
- Utilize ITSM tools for ticket registration, prioritization, resolution, and escalation, following ITIL processes
- Skills in Azure, Active Directory, CMD, Exchange, Intune, MFA, Microsoft 365, Networking, Nexthink, PowerShell, SaaS, PaaS, IaaS, SAP, SCCM, Security, Compliance and Identity, Windows 10 & 11

GERMAN TEACHER AND CONTRIBUTOR TO ERASMUS+K2 PROJECTS / IDIOMAS CARLOS V, SEVILLE (ON SITE)

2021

- German language courses for the Childcare Educator Program of the Lower Saxony Ministry of Labor (Germany)
- Erasmus+ KA2 Project Management

FOREIGN LANGUAGE TEACHER / STUDIAMO INSIEME, ROME (HYBRID)

2019 - 2021

- Online classes and tutoring in German, Italian, English, and Spanish for children, youth, and adults with Special Educational Needs



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CERTIFICATIONS

Microsoft Certs:

- **MS-721** | Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate (2024)
- **AI-102** | Microsoft Certified: Azure AI Engineer Associate (2024)
- **AZ-104** | Microsoft Certified: Azure Administrator Associate (2023)
- **MS-700** | Microsoft 365 Certified: Teams Administrator Associate (2023)
- **MS-900** | Microsoft 365 Certified: Fundamentals (2023)
- **DP-900** | Microsoft Certified: Azure Data Fundamentals (2023)
- **AI-900** | Microsoft Certified: Azure AI Fundamentals (2022)
- **AZ-900** | Microsoft Certified: Azure Fundamentals (2022)
- **PL-900** | Microsoft Certified: Power Platform Fundamentals (2022)
- **SC-900** | Microsoft Certified: Security, Compliance, and Identity Fundamentals (2022)

Google Certs:

- Google **Cybersecurity** Specialization Certificate (2024)
- Google **Automation with Python** Professional Certificate (2021)
- Google **Data Analytics** Professional Certificate (2021)
- Google **Project Management** Professional Certificate (2021)
- Google **IT Support** Professional Certificate (2021)

Voice and Network Certs:

- **SSCA® 'Elite' SIP Training** / SIP School (2025)

Language Certs:

- **EOI Español para Extranjeros C2** / Escuela Oficial de Idiomas, Gobierno de Canarias (2025)
- **EOI English C2** / Escuela Oficial de Idiomas, Gobierno de Canarias (2025)
- **EOI English C1** / Escuela Oficial de Idiomas, Gobierno de Canarias (2024)
- **Goethe-Zertifikat C1** (German) / Goethe Institut (2020)
- **DELE C1** (Spanish) / Instituto Cervantes (2018)

WORK EXPERIENCE

FRONT DESK AT ERASMUS+ OFFICE / UNIVERSITY OF ROME "TOR VERGATA", ROME

2016

- Counseling and support for international students (outgoing/incoming)
- Management of applications and contacts with partner universities of the Erasmus+ program

AUDIO ENGINEER AND MUSICIAN / FREELANCE, ROME

2010 - 2018

- Organization and technical management of musical events, as well as artistic and multi-instrumental performances at entertainment events

EDUCATION

MASTER'S DEGREE IN ITALIAN LITERATURE, MODERN PHILOLOGY AND LINGUISTICS / UNIVERSITY OF ROME "TOR VERGATA", ROME

2018 - 2022

- Final note: 110/110 Summa cum Laude
- 1-Year Erasmus+ KA1 Exchange Program / University JGU Mainz, Mainz (Germany)

MASTER'S DEGREE IN TEACHER TRAINING FOR COMPULSORY SECONDARY EDUCATION AND BACCALAUREATE, VOCATIONAL TRAINING AND LANGUAGE TRAINING (MAES) / UNIVERSITY PABLO DE OLAVIDE, SEVILLE

2020 - 2021

- Internship at IES San Isidoro, Seville

INTERNATIONAL COURSE OF GERMAN LANGUAGE AND CULTURE 2018 / UNIVERSITY HEIDELBERG, HEIDELBERG

2018

BACHELOR'S DEGREE IN LANGUAGES IN THE INFORMATION SOCIETY / UNIVERSITY OF ROME "TOR VERGATA", ROME

2014 - 2018

- Final note: 110/110
- 1-Year Erasmus+ KA1 Exchange Program / University Heidelberg, Heidelberg (Germany)
- Student representative during 2016/2017 and 2017/2018 academic year
- Programming languages and foreign languages: HTML; CSS; Javascript; SQL; German; English; Spanish