AMEDEO POSSAGNO

**Contact details**

Email: [Amedeo.possagno@gmail.com](mailto:Amedeo.possagno@gmail.com)

Mobile: +971 501 732 952

Nationality: Italian

Gender: Male

Location: Dubai, UAE

Birth’s Date: 09/04/1993

**Availability**

Immediately

**Education**

Higher Diploma

2007 – 2012 ITIS Max Planck

Treviso, Italy

Electronic Engineering

**Certification**

Comptia Security +

ITIL Foundation V3

**Language Proficiency**

Italian Mother tongue

English Fluent



Statement

L2 support analyst with 6+ years of experience looking for new opportunities in the IT market so that I can further my career in the Middle East.

Core Skills

* Team building and motivation
* Focused around client’s needs
* Strong IT coordination
* Strong end user’s knowledge
* Supervisory and managerial experience

Key Achievements

* Delivered a training program that facilitated the successful implementation of Office 365 service
* Worked with Design Authority for Wi-fi implementations during the migration to a different domain with following recognition by Alstom client
* Promoted to second line support within 8 months of joining
* Principal presenter of client’s solutions
* Creation of monthly assessments
* PKI Support (SSO, Smartcard, Certificates, safenet)

Hobbies

* Football
* Gym
* Movies
* Cooking
* Motocross
* Ski

**Work Experience**

**AXA Insurance**

**https://www.axa.ae**

**Dubai UAE**

**05/2019 – Present**

**ServiceDesk Engineer**

**HCL Technologies**

[***https://www.hcltech.com***](https://www.hcltech.com)

**Krakow Poland**

**11/2017 – 12/2018**

**L2 Support Analyst**

**HCL Technologies**

[***https://www.hcltech.com***](https://www.hcltech.com)

**Krakow Poland**

**10/2016 – 10/2017**

**L1 Support Analyst**

**On**

**Local IT (4 years), location: Italy**

**Company: Pavan Ernesto S.P.A.**



* Support end users as member of service desk team.
* Managing backlogs (web tickets / reopened tickets / vendor tickets / email tickets.
* Act as first point of contact for every IT related issues over the phone and in person.
* Handling of difficult cases and cases involving dissatisfied end users.
* Handling of elevated-priority tickets (around 40 per day) in a timely manner to ensure SLAs are respected.
* Creating knowledge database in order to assist the business and manage the expectations.
* Working closely with Design Authority for new Wi-Fi implementations and solutions.
* Delivered a training program for 10 new joiners.
* Strong desktop system internal support experience.
* Windows server specialist covering GAM (General Account Management) role.
* Floor support for L1 agents (+50) in order to meet KPI\SLA customer’s requirements.
* Windows remote desktop specialist (RDS role)
* Expert in WAN\WIFI\VPN related issues.
* Public key infrastructure expert
* Supporting users remotely, over the phone and by email.
* Support Alstom transition process as member of service desk team.
* Managing backlogs (web tickets / reopened tickets / vendor tickets / email tickets) on ServiceNow.
* Working closely with L2 support for knowledge increase, reporting of new cases.
* Handling of difficult cases and cases involving dissatisfied end users.
* Handling of elevated-priority tickets (around 40 per day) in a timely manner to ensure SLAs are respected.
* Provide 1st Line support for end user all over the world (phone, chat and emails).

