



ANGELO D'AGOSTINO

Software Engineer

PROFILE

Innovation-driven IT professional with diverse experience in leading system, infrastructure, and network advancements.

Proven expertise in translating business requirements to build and deliver innovative solutions for data, testing, and system deployment. Skilled in aligning end-user needs with long term resolutions to complex IT challenges. Accomplished in building and strengthening relationships across functions to drive cohesive, strategic operations. Track record of success in combining development planning, knowledge of the latest technology, and system integration expertise to create engaging educational training programs. Certified CompTIA A+ ce, CompTIA Security+ ce and ITIL Foundation v3. Fluent in English and Italian.

CONTACTS

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CORE COMPETENCIES

- Tier 1, 2, 3 Support
- Storage/Data/System Solutions
- Root Cause Analysis
- Security Risk Avoidance
- User Focused Solutions
- Quality Assurance & Control
- Disaster Recovery
- Process Re-engineering
- Incident Management
- UX Design and Implementation

KEY ACCOMPLISHMENTS

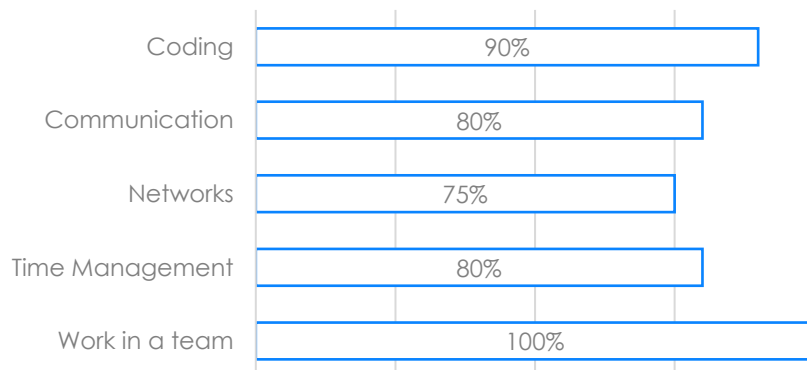
Improved network operations by creating a vision to accomplish initiatives in design and delivery of network and security solutions for 1.2K+ employees across IT infrastructure, hardware, software, and server networks (LAN/WAN).

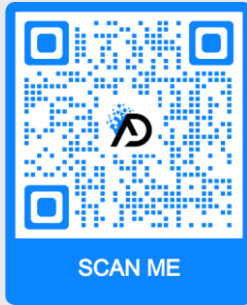
Enhanced operations by transitioning the company from two servers to a technically efficient cloud environment of over four servers.

Changed major configurations of the Servers and Network to better interrogate with the network environment of DoDDS-E M/HS by mapping map out a successful roll-out plan.

Played a pivotal role as the sole IT person for a 10K+ employee company, providing support to ensure efficient operations with minimal to no downtime. Researched and acquired new fixes, updates, and patches to keep pace with the latest worms and viruses in order to maintain "best-in-the-industry" turn-around time of one business day at Computer Discount.

SKILLS





HOBBIES

The computer is not merely a job. It's much more. It represents one of my primary pastimes, my biggest passion, and I believe that this drives me to love what I do unconditionally.

VISION

Every new experience it's an opportunity to learn.

My favorites projects are the one that pushes me over the limits, granting me to acquire new abilities and knowledge.

OBJECTIVES

Working with passion is my work philosophy. It allows me to establish objectives of any nature, higher and higher.

SKILLS

Maximum gain with minimal effort is my motto. Plan, coordinate, and follow projects is my daily bread.

WORK EXPERIENCE

Netpharos s.r.l. / Contractor, MSC Cruises – IT Specialist

2018–2021

Managed the scope of IT projects by planning, organizing, directing, controlling, and coordinating the installation, migration, maintenance, and support for systems. Led migration, testing, and integration operations for 600+ users WW into an Active Directory/Windows SCCM environment.

Environment: Microsoft Windows Server 2012/2019, Active Directory, SCCM, Cloud Microsoft 365.

- **Installation, Migration & Testing:** Successfully migrated 500+ users to Windows 10/Microsoft 365.
- **Systems Support:** Improved 3rd party support by tracking and controlling the incident management tool. Gathered requirements to accurately troubleshoot and resolve issues.
- **Release Management:** Orchestrated complex system deployments using tools to improve migration process faster through the infrastructure.
- **Training & Development:** Integral participant in harmonizing the organization's IT infrastructure and processes across locations by identifying and training key staff to deliver on the ground and remote IT support.
- **Cost Reductions:** Leveraged strong technical abilities and familiarity in the latest technologies to recommend enhancements for deployment.
- **Project Management:** Managed complex systems, software, applications, and projects by following the path of action items for on-time delivery while providing life cycle support.
- **Continuous Improvement:** Consulted on how to improve customer service and IT support in meetings and reviews using Key Performance Indicators (KPI) to gauge progress.

DoDEA Europe / Contractor, USA/Germany/Italy – IT Support Technician

2011–2017

Managed the scope of IT projects by planning, organizing, directing, controlling, and coordinating the acquisition, development, maintenance, and support for systems/architecture/networks. Led migration, development, testing, and integration operations for 1000+ users in an Active Directory/Windows SCCM environment. Applied an expertise in troubleshooting, deployment, administration, and security by acting as a strategist and visionary for IT solutions for high performance and efficiency. Admin for Intranet/VPN/Firewall.

Environment: Microsoft, Windows Server 2008/2016, Active Directory, Exchange, SCCM.

- **Installation, Migration & Testing:** Successfully integrated networked, stand-alone computing, and associated hardware/software; oversaw server refreshes of test environments for application, web, and process scheduler.
- **Security:** Safeguarded the organization by providing virus spyware, malicious code removal, and backup of unit tape replacement/sway/rotation.
- **Systems Support:** Improved 3rd party support by tracking and controlling the incident management tool. Gathered requirements to accurately troubleshoot and resolve issues.
- **Release Management:** Orchestrated complex system deployments using tools to improve network connectivity speed and reliability throughout the organization's LAN/WAN/internet/intranet infrastructure.
- **Training & Development:** Integral participant in harmonizing the organization's IT infrastructure and processes across locations by identifying and training key staff to deliver on the ground and remote IT support.
- **Cost Reductions:** Leveraged strong technical abilities and familiarity in the latest technologies to recommend cost effective and efficient IT system structure design enhancements for deployment.
- **Project Management:** Managed complex systems, software, applications, storage, and security ICT projects by following the path of action items for on-time delivery while providing life cycle support.
- **Continuous Improvement:** Consulted on how to improve customer service and IT support in meetings and reviews using Key Performance Indicators (KPI) to gauge progress.

Console War – Computer Technologies & Repair, Italy PC Specialist and Support Technician / Independent Consultant

2004–2011

Built the IT department from scratch and customized the environment to support changing client needs, resulting in faster resolution of IT issues and improved performance due to minimal downtime. Managed ICT projects including installations, troubleshooting, migrations, upgrades, and support activities.

Environment: Microsoft, Windows Server 2008/2012, Active Directory, Exchange, IIS.

- **IT Due Diligence:** Created new policies and procedures that increased end-user satisfaction. Rolled out new software, systems, and storage solutions while ensuring minimal downtime in operations.
- **Team Leadership:** Served as a technical resource, providing IT solutions, right-fit infrastructure, vendor/inventory management, and management of assets.
- **Risk Mitigation:** Circumvented risk with management of network security using a bottom-up approach for testing, detection, assessment, and control of security/permissions.
- **Change Integration:** Replaced analog central telephone systems with VoIP technology, significantly reducing communication costs for clients.

TECHNICAL PROFICIENCIES

Software and Environments: Microsoft Cloud/Microsoft 365, Microsoft Exchange 2010, Microsoft Windows Server (AD, DHCP, DNS, RRAS), MacOS, MacOS Server, iOS, iPadOS.

Tools, Systems & Servers: Apple, Brocade, Cisco, Dell, HP.

Languages: HTML5, CSS3, Sass, JavaScript, jQuery, Laravel, PHP, MySQL, Node.js, Vue, Django, Python, WordPress, Git, Java, C#, Swift, PowerShell.

EDUCATION

Diploma

Electronic e Telecommunication, I.T.I.S. A. Volta Aversa (CE) – 2004

Bachelor's degree

Graduating in Computer Engineering, Università degli Studi eCampus

Certifications

CompTIA A+ ce, CompTIA Security+ ce, ITIL Foundation v3, Mastering and Implementing Azure Active Directory.