

## PERSONAL INFORMATION

## Enrico Misciattelli



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- 💬 Skype : sm4rtm0b

Sex Male | Date of birth 06/04/1989 | Nationality Italian

## WORK EXPERIENCE

2013 –in progress

## Help Desk in DB Servizi

Is responsible for managing in network and OS, in addition to the normal and daily commitment ArcaEvolution product.

It also represents the technical expert for the product Archidoo, specializing in Document Management and Digital Preservation of electronic data and IntegraCom, integrated Voip (Voispeed) PBX software

**Business or sector** Sysadmin , Help Desk ERP, CRM , Document Management and Integrated Voip software.

## EDUCATION AND TRAINING

## Graduated scientific high school E.Majorana Orvieto

- acquired ECDL certificate
- "Competenze di Base e Trasversale I Annualità"
- "Comunicazione e competenze relazionali"

## PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2

Communication skills

- good communication skills gained through my experience in the Help Desk

## Organisational / managerial skills

- good organizational skills acquired during my experience with the company networking and management settings.

## Computer skills

- good command of Microsoft Office™ tools
- knowledge of Microsoft and Linux operating systems
- knowledge of VMWare and Microsoft Hyper-V virtualization systems
- knowledge of basic AP Mikrotik OS Router
- good knowledge of Synology (nas) system , Synology High Availability (SHA) and online backup
- good knowledge of server configuration and Microsoft Server OS with directory service (Microsoft Active Directory)
- good knowledge of the configuration for networking system
- good knowledge of integrated Voip ( telephone exchange) with phone brand like cisco, gigaset and yealink
- good knowledge in the company network settings and management
- knowledge of SQL language
- knowledge of SQL and MYSQL database
- knowledge of html , php, css language and Wordpress
- Apple Mac OSX end user support
- Mobile device support for the iPhone and/or Android platforms
- VPN client support.
- Video conferencing setup and troubleshooting.
- Active Directory and Windows Server administration. Windows 10 system support.
- Cloud Application planning and architecture design
- good use of Adobe Photoshop
- Maintenance and PC construction

## Driving licence

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