

ALBERTO MARINANGELI



CONTACTS

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PROFILE

IT Specialist with experience in technical support, incident management and infrastructure administration in enterprise environments. Background in Windows systems, networking and troubleshooting, combined with hands-on experience in Linux administration, virtualization and secure infrastructure deployment through a personal Proxmox lab aligned with System Engineer and DevOps practices.

LANGUAGES

- Italian - Native
- English - Cambridge C1

CERTIFICATIONS

- Avid Pro Tools 101-110-201
- ITIL 4 Foundation
- Cisco Network Technician Career Path
- Cisco Certified Support Technician (CCST)
- Cisco Junior Cybersecurity Analyst

EDUCATION

BACHELOR IN SOUND ENGINEERING

Saint Louis College of Music 2023
Final Grade 109/110 (3.9 GPA)
Average 28/30

DIPLOMA IN COMPUTER SCIENCE

ISS SANDRO PERTINI 2017

SKILLS

- Linux (Ubuntu, Rocky Linux, Alma Linux) – System Administration, Automations, Remote Access
- Virtualization (Proxmox VE) – VM provisioning, Resource allocation, Backup
- Networking – TCP/IP, LAN/WAN, Network Configuration and Troubleshooting
- System Administration – Active Directory, DNS, Domain Controller
- Security – SSH hardening, key-based authentication, firewall basics
- Automation - Ansible
- Monitoring & Troubleshooting – Incident Management, Root Cause Analysis

EXPERIENCE

ICT SPECIALIST

PRESENT

Serco Europe

INCIDENT MANAGEMENT SPECIALIST

05/05/2025 - 04/11/2025

Orange Business Services

IT SUPPORT SPECIALIST

9/01/2023 - 09/04/2025

IT Support Specialist for a Medical Center

IT TECHNICIAN

2/09/2021 - 2/09/2022

Platino S.R.L

TASKS AND RESPONSABILITIES

- Intune device enrollment management
- Laptop and hardware provisioning
- User account administration
- Mobile phone configuration
- ServiceNow ticket handling
- On-site help desk support
- Microsoft 365 administration support
- IT asset management
- Led Incidents and major Incidents
- ServiceNow Ticketing Tool
- Coordinated resolver groups
- Owned tickets end-to-end within SLAs
- Prioritized and escalated effectively
- Post-Incidents reviews and actions
- Owned tickets end-to-end within SLAs
- Devices Deployment
- 2nd/3d-line on-site/remote support
- IT asset configuration
- Windows Server Administration
- IT asset maintenance
- Active Directory and Domain Controller
- Network management
- Built and repaired desktops and laptops
- Users Support on site and remotely
- Softwares Insallation and upgrades
- Hardware and Software Maintenance
- Networkd Devices Configuration and Management