MASSIMO BETTIN

BORN 03/03/1972

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SOCIAL: LINKEDIN

IT SERVICE DESK COORDINATOR

IT FIELD SERVICE FSO/OSS SENIOR ENGINEER

IT MANAGEMENT

Service Desk Coordinator
Mobile & Desktop Management
IT Budgeting and auditing
IT Staff Management
Media Technology Skills
Hands & Feet Worldwide support
Google G Suite Specialist
Smart Working Specialist

WORK EXPERIENCE

2017 - Present	**Rentokil Initial, Milan (Italy):** **IT Service Desk Coordinator, Google Suite & Cloud Management** **Infrastructure Management, Smart Working Project Management** **IT Assets Management**

INFRASTRUCTURE: Windows Server 2008-2012-2016; AD Management; HyperV Logical and Physical Network; (LAN, WAN, Monitoring), Velocloud VC 0100 Ent, Voip, IP Phone clients, Airwatch MDM, Kaspersky Console Management, GSuite Administration IT fleet support (Pc, mobile), Google platform management, Media Center Support.
PROJECT MANAGEMENT: Smart Working 2y plan, Google Drive file server migration, MDM deployment, PC Fleet domain migration, Chromebook Devices Deployment
SERVICE DESK MANAGEMENT: MIM, PROBLEM MANAGEMENT, TICKET MANAGEMENT, CHANGE MANAGEMENT for Italy.
SMART WORKING COORDINATOR: Powered and supported Smart Working plan for more than 250 domain users.
CORPORATE GOOGLE G SUITE COORDINATOR

GOALS ACHIEVED:

- Managed and supported the Italian Global Smart Working process which involved more than 250 domain users
- Got Google G Suite specialist corporate specialist Status
- Coordinated, powered and managed G Suite basic training sessions for 800

internal employees
- Launched the Italian Service Desk Service according with ITIL V4
- Got KPI Uk standard for Italy Service Desk Team
- 500 windows hosts migrated to UK domain under Airwatch and Kaspersky Console Management
- GDPR Accomplishment
- Google Suite Corporate Integration, Google Drive Corporate implementation

2016   **HCL Technologies, Modena (Italy):**
FSO Senior Engineer: Field Service Operator
Coordinator of IT OSS teams (SD, 2 level, Special Teams)
Provide H&F support for all IT Services for all the Company sites included Business applications, warehouse network support, Pcs, mobile fleet, phones
Responsible for IT purchases, leasing management, assets management
IT Support for server rooms, network logical and physical devices including user
Network patching, printers, scanners, WiFi, Cisco Catalyst 2960, NetApp Fas series, Aironet series
Media Center IT support

2014 - 2015   **Cargill, Mechelen (Belgium):**
FSE : Field Service Engineer
L-2 and 3 IT Support H&F, provided hardware break fix and upgrade services for laptop.
Desktop, Printers, Scanners and Mobile Fleet (Phones and Special devices)
MACI support for PCs (Move, Allocate, Change and Install), Antivirus management
L2 LAN & WAN support (admin support with touch services)
Negotiations with vendor (offshore and onsite) for new products
Business and Sales IT support including Applications
Conducted user awareness sessions/training for end users about IT technologies
Site inventory management and maintenance
New locations project management coordinator
Media Center Technology support for voice and video conferencing

      MPC Computers, Milan (Italy): **IT System administrator Support**
2013   Server Network Storage and Application Maintenance
Windows Server 2008 r2/2012/ SBS, Dell PowerEdge generation 12 R220/320/420
Sonicwall TZ Series, Qnapp Ts series, NetApp FAS series
VMware EsXi 5, P2P, P2V VMotion, base troubleshooting, bk jobs on Microsoft DPM
Cloud Project: futurecloud.it

2012   **Roveda Srl CHANEL chasseurs, Milan (Italy):** **IT Manager**
Server Network Storage Client and Application Maintenance
Windows Server 2008 r2 / 2012, HP StorageWorks, HP Proliant DL series, Cisco Catalyst 2900 series
Project management for ACG, Olympic and Compass Application management

2011   **Borsa Italiana, Milan (Italy)**: **Service Delivery Manager**
Microsoft Dynamics GP financial support, link manager with Developers, final users, Finance Management, SD London Stock Exchange, Network Teams

2003-2010   **Gruppo Ventaglio, Milan (Italy)**: **Global Support and Asset Manager**
24/7 worldwide support for Hotels and Structures (more than 2000 hosts)
Helpdesk Management for PCs, Mobile devices, Phones, ticketing, troubleshooting, SLA compliance, reporting directly to CIO,assets management, IT procurement, IT Support
Budget store management, Privacy policy leg 196/03 management implementations.

EDUCATION

2020	Google GSuite Cloud Specialization (NOOVLE)
2019	ITIL v3 Foundation Incident Management Certification
2017	GDPR Company Delegate Specialist Training Sessions
2017	Microsoft Azure Privacy, Security e Compliance GDPR and Cloud Environment
2016	Global Privacy and Data Protection Training Certificate (HCL).
2016	Information Security (HCL).
2015	Cargill IT Technologies for Business (TATA)
2013	Introduction to System Center 2012 70-243 Exam CBT Nuggets.
2007-2008	British Council English Course certification.
2006	CFMT Business School "Middle Management".
2005	"Helpdesk & hardware specialist course" Wall Street Institute.
1999	"CNR DNS Configuration for ISP operators" in Pisa.
1991-1995	Bachelor in Economics & Commerce Business c/o Università Cattolica (degree not achieved, interruption for family reasons).
1991	Int. Academic for undergraduate students certificate Swansea University.
1986-1991	Accounting & IT programmer degree (50/60) c/o San Celso school of Milan.

LANGUAGES

Italian	Native speaker
English	Advanced
French	Intermediate
Spanish	Beginner

TECHNICAL SKILLS

Operating Systems	Windows Client: 2000/Xp/Vista/7/10/11 all releases. Windows Server: 2000 ADV SRV/2003 SRV ent/ 2008r2 SRV Ent/ 2012 SRV ESS/ 2016 Windows Applications: SCCM 2017/2012, MDM, AZURE Chrome OS
Server & Storage	Dell PowerEdge, HP ProLiant DL Series, Qnapp, NetApp,
Adm Tool	Spiceworks, Landesk, BMC Remedy, Service Now, , MS Map Scanning Microsoft Planning Toolkit 9.8, MS Active Roles tools.
DS(DSupp) /CRM	Brio Technology, Ideal, Siebel, Zucchetti.
Management Tool	Service Now (ITSM), MS Project, Concept Draw, Lansweeper Network Tool, Total Network Inventory, WorkSpace One VMware, Remedy
Networking	WAN, LAN, WLAN, DMZ, VLAN Network devices: Switches, Router, AP Monitoring Tool: Nagios, PRTG, Ocs
Mobile & Tablets	Apple, Android, BB all brands, Vmware Airwatch Management (WS1)
Virtualization	VMWare vSphere ESXi, Vm Converter, VM Workstation Oracle Virtual Box Azure, Microsoft Application Virtualization Client. AppV
Media Center	Ip cameras, Cisco IP Webcam, Polycom HDX Room, Viewstation H.323, C100S communicator WiFi Phone, SoundStation Ip 6000.
Printing	Utax Goldeneye, Utax AQRATE management tool, Papercut for CromeOS
Antivirus/Sec. Tool	Kaspersky Console Management / Endpoint management, Bitlocker, Carbon Black
Google GSuite	COMMUNICATIONS: Gmail, Contacts, Calendar, Meet; APPLICATIONS Sheet, Doc, Slide Form; FILE SHARING: GDRIVE Admin Management Console, Chromebook