

Antonio Picerno

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Personal Statement

I am an outgoing, hardworking specialist who is eager to be challenged. I am extremely determined, self-motivated and self-disciplined and have always sought a successful career that would engage my interests especially delegating all multiple duties in a respectful and professional manner.

I'm a superb coach, mentor and supervisor who have a long track record of executing principle responsibilities. My experiences through work and the contact I have had with professional, has taught me the importance of being able to build a professional relationship both quickly and long lasting.

Apart the ability to effectively lead a small team, I can also motivate staff to do better, make sound decisions and work with managers and staff at all levels of responsibility. I'm a superb communicator I'm able to think, communicate and present information effectively to people from all social backgrounds

As an ambitious individual, I have excellent teamwork skills combined with the discipline to work extremely well on my own if required, and would be well suited to a dynamic and progressive industry where innovative hard work is rewarded.

Employment History

July 2014 – Current

Worldpay

The Walbrook Building, 25 Walbrook - EC4N 8AF – London

Dev/Support Engineer

- Fulfil 24/7 on-call function on a rotating basis.
- Chairs all CAB and ECAB meetings
- Issue change schedules
- Produce regular management reports
- Troubleshooting and investigation of production system problems.
- Produce well structured, maintainable, reliable and fit for purpose solutions at an accepted level of quality.
- Proactively identify improvements and enhancements to working practices.
- Assist project teams with production implementations.
- Assist on projects relating to capacity and stability of the platform.
- Develop unit test code to highest possible coverage levels.
- Involved in the recruitment of new staff.
- Praise team members and creates a positive working environment.
- Ensuring all administrative and IT records are entered and updated correctly.
- Providing prompt and accurate information on individual performance. Produce designs and estimates from system requirements.
- Support of Disaster Recovery events.

May 2011 – July 2014

Edenred

50, Vauxhall Bridge Road - SW1V 2RS - London

Web Software Developer

- Design, develop, test and deploy web applications, using authoring or scripting languages, content creation tools, management tools, and digital media.
- Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.
- Assume ownership of code throughout development, staging, testing and production.
- Creating scheduled SQL Jobs, Alerts, and Mail Agent.
- Developed and Optimized Stored Procedures, Views, and User-Defined Functions for the Application.
- Producing customized reports with complex expressions and deploying into the Report Server
- Comply with corporate test processes and ISO 27001 Quality Management System

June 2011 – May 2013

Minerva Computer Services

EN6 3AX Potters Bar – Hertfordshire

Junior .NET Developer

- Analysing clients' existing systems
- Develop Applications using .NET(C#, ASP.NET), SQL Server 2005/2008 R2, HTML, JavaScript
- Responsible for creating SQL queries and stored procedures using SQL Server.
- Providing support in the event of software failure.
- Translating client requirements into highly specified project briefs
- Web application maintenance
- Keeping up to date with technical and industry sector developments
- Working closely with developers and a variety of end users to ensure technical compatibility and user satisfaction
- Migrated static content to Content Management System.
- Assisted in development and documentation of several ASP.NET based applications.

November 2010 – May 2011

Nitp Microsoft IT Academy

At Oackland's College St. Albans

Advanced Apprenticeship for IT & Telecom Professionals

- Able to strip down and repair computers
- Change faulty parts
- Install, Configure and update Windows XP, Vista, 7
- Troubleshoot and diagnose faults on a PC and simple networks
- Install and configure peer to peer networks
- Understand the basics of a server network - Create, manage and configure user accounts
- Manage file and folder permissions to provide security and access to folder on a network
- Troubleshoot Office applications (Word, PowerPoint, Excel, Outlook)

From 04/01/2011 start to work two weeks a month as Apprentice at Minerva Computer Services

March2010 – June2010

Dynamics IT Solutions

London

Desktop Support Analyst (Contract)

- Microsoft office for support of desktop users.
- PC hardware/build skills. Also Microsoft operating systems, hardware and software installation.
- Implementing, managing, monitoring, and troubleshooting hardware devices and drivers.
- Attended/unattended installation of Windows XP Professional and XP upgrades.
- Administration of resources, access to files and folders, and network print devices.
- Monitoring and optimising system performance and reliability for mobile user's knowledge of WAN/LAN.
- Configuring and troubleshooting the desktop environment.
- Configuring, managing, and troubleshooting security.
- Active Directory to manage users, groups and computers.
- Monitoring system performance, managing system recovery and performing system backups.
- Managing IP addresses, name resolution, network security & infrastructure..

January2009 – February 2010

**Hardware&Software Technician
PC MARKET – ITALY – Naples**

- Responsible for delivering support through telephone, desk-side visits and email.
- Worked as advisor for desktop support team to provide software and hardware break service and training requests.
- Responsible for helping call center team starting in new center.
- Work as communicator between two teams.
- Done other duties as assigned.

Academic Qualifications

- **ITIL® Foundation certificate in IT Service Management** – License number: **OS32871339**
- **CompTIA A+ Certification:** Exams 220-701, 220-702
- **Microsoft Certification: MCTS – MCSA - MCITP** (70-270, 70-290, 70-291, 70-284, 70-680, 70-685, 70-432, 70-515)
- **Diploma in Web Engineering**
- Master Multimedia Project Manager
- Diploma in Surveying

Technical Capabilities

- **OS/Platforms:** Ms Windows Server & Workstation, Macs, CMS (Joomla, DotNetNuke, Umbraco)
- **Application/Tools:** Ms Office Suite, AutoCAD, AdobeCS suite Ms SQL Server , Ms Visual Studio
- **Languages:** .NET(C#) ,ASP.NET, HTML5, CSS3, MVC , ASP.NET, ASP, LINQ, JavaScript, jQuery and AJAX

Languages

Italian, English, Spanish

Driving Licence

UK B

References

Available upon request