

Antonio Picerno

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Employment History

June 2011 – Current

Minerva Computer Services

EN6 3AX Potters Bar – Hertfordshire

Junior Developer

- Analysing clients' existing systems
- Translating client requirements into highly specified project briefs
- Presenting proposals to clients
- 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
- Utilized .NET(C#) to create online applications
- Migrated static content to Content Management System.

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
www.minervacomputers.com - EN6 3AX Potters Bar – Hertfordshire.*

March2010 – June2010

Dynamics IT Solutions

Desktop Support Analyst (Contract)

London

Building solutions for businesses of all sizes and with different requirements, from providing support to users to implementing and managing entire IT infrastructures.

Microsoft office

- Microsoft office for support of desktop users.

PC repair

- PC hardware/build skills. Also Microsoft operating systems, hardware and software installation.
- Implementing, managing, monitoring, and troubleshooting hardware devices and drivers.

Windows XP

- 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.

Windows Server 2003

- 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..

January 2009 – 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

- **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)
- **Diploma in Web Engineering**
- Master Multimedia Project Manager
- Diploma in Surveying

Technical Capabilities

- **OS/Platforms:** Ms Windows 2000/Xp/Vista/7 2003 - 2008 Server & Workstation, Macs, CMS (Joomla, DotNetNuke, Drupal)
- **Application/Tools:** Ms Office Suite, AutoCAD, AdobeCS suite (Premiere, Photoshop, Illustrator, Flash, Dreamweaver), Ms SQL Server (2005/2008), Ms Visual Studio (2008/2010),
- **Languages:** .NET(C#) ,ASP.NET, HTML, CSS,

Languages

Italian, English, Spanish

Driving Licence

Italian B

References

Available upon request