




## Luca Arrigo


**DATE OF BIRTH:**  
3 Oct 1984


### CONTACT

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Gender: Male

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## ABOUT ME

After a career of more than 10 years that led me to the Sysadmin specialization and to work in the IT world, both in Italy and United States, now I feel the need for a change and for new professional challenges. I recently moved back to Italy to continue pursuing my carrier as a System engineer or specialize in what first fueled my passion for computer science, programming. In short, I'm looking for a company that gives me the chance to get back in the game and that believe in my abilities, willingness to learn and work hard to achieve my new goals.

## WORK EXPERIENCE

**7 JAN 2020 - CURRENT** - Pontedassio, Italy

### DevOps/Junior Software Developer

TPI S.r.l.

- Agile Project Management with Azure DevOps platform.
- Software development team coordination ad management.
- C#/ .NET application development.
- Local data center Server maintenance.
- Local Network management and monitoring (Ubiquiti Unifi Platform).
- New computers or components installation and configuration.
- Company's computers troubleshooting

**1 APR 2015 - 30 NOV 2019** - Boston, United States

### ICT Senior System Administrator

Uno Communications Inc.

- Coordination and management of the technical support team.
- Second-level Help desk support to our wholesale clients.
- Hardware/software Installation, configuration and maintenance of MVTs II and Mediacore VoIP soft-switch servers.
- 5-year experience with VoIP engineering, hands-on with VoIP and telecom equipment, standards and technologies.
- Installation, configuration and maintenance of servers and virtual servers based on Linux/Windows Server 2012/2016 operating systems and VMware/Hyper-V virtualization systems
- Servers and networks monitoring and troubleshooting with tools like PRTG and remote or local intervention (Datacenter).
- Creation of simple Python's scripts to automate repetitive tasks.

**1 NOV 2009 – 15 MAR 2015** – Imperia, Italy

## **ICT System Administrator**

Uno Communications SPA

- MVT5 II VoIP soft-switch management.
- SOHO routers configuration.
- Creation of internal technical documentation.
- Providing support for end customers and companies about HPDSL and ADSL Internet services.
- Monitoring and troubleshooting problems on the Liguria's HPDSL network.
- Resolution of VoIP quality problematic.
- Maintenance on Servers for our local data center.
- Development support of the company's Intranet based on HTML+CSS+ASP.NET

**1 JAN 2007 – 30 SEP 2009** – Genova, Italy

## **ICT Junior System Administrator**

I2 s.r.l. (British Telecom Group company)

- Installation, configuration and maintenance of Linux/Windows servers and virtual servers (Vmware) for medium-small enterprises.
- Direct customer e-mail clients, LAN networks and Personal Computers' configuration Windows/MacOs/Linux.
- Co-workers support on Web/Domain names administration.
- Remote and phone help desk.

**2002 – 2002** – Imperia, Italy

## **ICT Technician**

Internship with Provincia di Imperia (Local government administration)

- Software and Hardware maintenance of employee's computers.
- New computers or components installation and configuration.
- Fixing network and printers issue.
- Scheduling of regular back-ups on magnetic tapes data storage.
- Data entry.

## EDUCATION AND TRAINING

1997 – 2002 – Imperia, Italy

### Accountant / Programmer High-School Diploma

I.I.S G. Ruffini

#### Field(s) of study

- Information and Communication Technologies

86/100 <http://www.ruffini.org/>

2003 – 2008 – Genova, Italy

### Computer Science - No degree

Universita' degli studi di Genova

<https://www.dibris.unige.it/>

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Italian

**OTHER LANGUAGE(S):**

### English

**Listening**  
C2

**Reading**  
C2

**Spoken  
production**  
C1

**Spoken  
interaction**  
C1

**Writing**  
C1

### Portuguese

**Listening**  
A2

**Reading**  
A2

**Spoken  
production**  
A2

**Spoken  
interaction**  
A2

**Writing**  
A2

## DIGITAL SKILLS

### Software Development

C# / Git / SQL / Slack / Trello / Discord / Zoom / HTML+CSS / Azure DevOps / Agile/Scrum Knowledge / Python(Basics) / Unity 3D( Basics ) / Sublime Text 3 / Visual Studio / Visual Studio Code / Basic OOP

### System Administration

Voice over IP (VoIP) / RTP, VOIP, SIP, H323 / Windows & MAC / GNU/ Linux / Microsoft Azure (basics) / Virtual Server, Virtual Machine / Hardware and networking / Computer Science Knowledge / Router configuration / docker basics / IT support / Helpdesk monitoring and support

## COMMUNICATION AND INTERPERSONAL SKILLS

### My Skills:

- Good communication skills with people from different work and cultural backgrounds.
- Good ability to create formal and informal interpersonal bonds, gained through work experience both in Italy and abroad.

## ORGANISATIONAL SKILLS

### ● My Skills:

- Good ability to work and collaborate in groups to achieve a common goal by accepting and proposing constructive criticisms regarding the problems faced.
- Good organization of activities and personal commitments.
- Ability to structure the subdivision of tasks and objectives, both personal and of work groups.

## PROJECTS

2018 - 2018

### ● Unavowed

<http://www.wadjeteyegames.com/games/unavowed/>

In 2018 I worked as a volunteer **QA tester** for the creation of the video game **Unavowed** by Wadjet Eye Games. My role was to test the video game, report bugs and suggest their resolution directly to the developers team through the Trello collaboration platform. My name is present in the game credits.

## CONFERENCES AND SEMINARS

MAY 2017 > - Chicago IL, USA

### ● ITW

International Telecom Week conference, the largest meeting for the global wholesale telecommunication's industry.

<https://event.internationaltelecomsweek.com/event/88eb0b70-1241-495d-b670-a16dc5397481/summary>

## SOCIAL AND POLITICAL ACTIVITIES

2002 - 2007

### ● GUGLI

Between 2002 and 2007 I was a founder member of the GUGLI association, a Linux user group in Imperia, Italy, actively participating in the development of various events including Linux Day, Linux installation party and projects aimed at spreading free software especially in schools and public institutions in general.

<https://web.archive.org/web/20070223134511/http://www.gugli.it/>

## DRIVING LICENCE

● Driving Licence: B

## HOBBIES AND INTERESTS

### ● My Hobbies:

- Video games. I am a long time gamer, playing many genres, but I have a preference for Adventure Games and RPGs. It is largely due to video games if I pursued my IT career.
- Game Design/Dev. In my spare time I dedicate myself, as a hobby, to the study of video games design and development; I am gaining experience in the use of AGS (Adventure Game Studio) and Unity game engine. I've also participated in several meetings of the indie game development scene in Boston.
- I love to travel and immerse myself in the local culture of the countries I visit.
- I like reading books ranging from the Fantasy/Sci-fi genre to History or Science, but also texts dealing with recent social problems such as global warming, the effect of automation on work, basic income and much more.
- I love watching movies and TV series from streaming services, while I'm not a fan of traditional TV.
- Basketball (NBA above all), is the only sport I am passionate about, I also like to practice it with my friends in my spare time.

Personal data: I hereby authorize the use of my personal data in accordance to the GDPR 679/16 - "European regulation on the protection of personal data"

Date 01/08/2021

Signature: Arrigo Luca