



Saul Semeraro

Date of birth: 02/09/2000 | **Nationality:** Italian | **Gender:** Male | **Email address:** semerarosaul@gmail.com | **Address:** Statte, Taranto, Italy (Home)

WORK EXPERIENCE

07/01/2017 – 31/05/2017

TRASHWARE REPAIR TECHNICIAN INTERN FOR "REMAKERS"

- Disassembled units to diagnose issues and repair equipment;
- Reassembled, adjusted and cleaned equipment as needed to provide a finished product;
- Installation of free O.S. (several linux versions)

04/2018

CISCO IT ESSENTIALS CERTIFICATE

- Install and use an O.S. (Linux, Windows)
- Configure computers to connect an existing network
- Assemble computers
- Basic hardware and software security
- Knowledge of mobile devices, notebooks and printers
- Advanced troubleshooting

01/04/2019 – 01/05/2019

ERASMUS IN DUBLIN

Moore Stephens company is one of Ireland's leading providers of accounting services. I generally dealt with Data Entry; more specifically I recorded in the company database all tax reports, payments, receipts, etc...

From a technical point of view, I improved my Excel skills.

During this experience I was hosted by an Irish family and they helped me a lot to improve my english fluency.

18/08/2022 – 30/06/2023 Scandicci, Firenze, Italy

IT SUPPORT SPECIALIST EVERIENCE

IT Support for Kering, international group operating in the luxury sector (Gucci, YSL, Balenciaga and others).

- Provide L0 to L2 support
- Provide support for all site equipment and computers and follow up on incidents and requests
- Use of Active Directory and SCCM to manage all the computers
- Use of 8x8 portal for VoIP phones configuration
- ServiceNow IT ticketing System
- Use of GTEL and AirWatch to manage corporate mobile devices

10/07/2023 – CURRENT Lecce, Italy

IT SUPPORT SPECIALIST FONDAZIONE CMCC - CENTRO EURO-MEDITERRANEO SUI CAMBIAMENTI CLIMATICI

IT Support for CMCC foundation:

- Provide L0 to L2 support
- Use and develop applications in Monday.com to monitor and manage the main flows of the foundation
- Support for Zucchetti HR

- Creation of scenarios in Make.com to automate workflows and integrate them with several applications
- Account and groups managing in Google Workspace

● EDUCATION AND TRAINING

2014 – 2019 Martina Franca, Taranto, Italy

SECONDARY SCHOOL DIPLOMA IN IT IISS MAJORANA

Final grade 97/100

● LANGUAGE SKILLS

Mother tongue(s): **ITALIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● ADDITIONAL INFORMATION

ORGANISATIONAL SKILLS

Social Skills

- Leadership
- Team-working
- Conflict resolution
- Problem-solving

DIGITAL SKILLS

Programming languages / Web:

- C++
- HTML
- PHP
- MySQL
- CSS

Other Skills

- Creation and maintenance of websites
 - Passion for video editing
 - Excellent knowledge of office
 - Photoshop AI
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