

# Federico Biglia

## Personal Information:

Italian citizenship  
Address: [72 Grimsby Grove, London E16 2RJ, United Kingdom](#)  
Mobile: +44 (0) 7570 262017  
E-mail: [federico.biglia@blmskj.com](mailto:federico.biglia@blmskj.com)  
Web site: <http://www.blmskj.com>  
Linkedin: <http://www.linkedin.com/in/blmskaarjice>

I started my carrier as helpdesk in Hewlett Packard working on Windows and Linux server. I was able to learnt how to work in team and deal with customers.  
After that experience, I worked as network engineer for business customers in Fastweb (an internet service provider) where I become soon a team coordinator and escalation reference where I learnt to work under pressure and manage a team of about 15 people .  
Then I worked as system administrator junior for small business company in Comedia, this job give me the ability to think out of the schema to solve any issue.  
At the moment I'm working in Wasabi Sushi & Bento where I learnt to work with high standard.

## General knowhow:

- Providing high levels of customer service at all times
- General Management of staff
- Maintaining punctuality and an exemplary attendance record
- Dealing with customer complaints in line with company standards
- Assisting the management team in the daily operation
- Have regularly reviews with my team and seek any potential develop
- Reporting any important issues immediately to the relevant manager
- Training and mentoring new staff
- Problem solving throughout shifts, providing cover and supervisory support for key aspects in the absence in line management
- To assist the management team in delivering excellent standards throughout the business by leading, motivating and developing the team to succeed
- Receiving goods and deliveries and stock presentation and management
- Ensuring the correct use of all equipment supplied
- Maintaining high rate of Health safety and Food hygiene

## Technical knowhow:

- Backup systems: Symantec Backup Exec, Bacula, Arkeia
- Nagios monitoring
- Owncloud system
- Linux server CentOS 5/6, Debian, LAMP, LNMP, Mail Server (SendMail, Spam Assassins, Post Fix, Dovecot, Zimbra)
- Windows server 2003, 2008, 2012 SBS, Windows Exchange and Active Directory
- Networking skills: VPN (OpenVPN), LAN, TCP/IP, DHCP, and DNS
- Administrating NAS (QNAP, Netgear, D-Link, Buffalo)
- Virtual Machine: VMWare environment(vShpere, VCSA, VMA)
- OS: Windows 98/2000/xp/vista/7/8, Linux Desktop (Mandriva, Ubuntu, Debian), Apple OS
- Suite Microsoft Office and OpenOffice, specifically on automation, macros, and management worksheets
- Excellent knowledge and dexterity handling hardware components
- Programming/Scripting languages: jQuery, JavaScript, MySQL, HTML 5, CSS3, PHP, Bash, ASP, Java, C, Visual Basic
- Graphics: Paint Shop Pro, Photo Shop, Gimp, Inkscape

## Experiences:

### **Unit Team Leader**

**Wasabi Sushi & Bento**, August 2015 – ongoing

Train new unit team member and walk through initial shifts to inform and motivate staff.

Complete end-of-shift reports and closed store properly.

Manage in store customer complaints.

Assist inventory to order goods and manage stock rotation.

Second level Health and Safety and Fire Marshall certification.

### **Unit Team Member**

**Wasabi Sushi & Bento**, February 2015 – July 2015 London, UK

Follow safety protocols and Wasabi procedures at all times.

Manage warming/reheating position for bain-marie foods.

Greet approaching guests and politely serving every time.

Process customer payments. Maintain eat-in area and display fridges clean and neat fashion.

First level Health and Safety certification.

### **System Administrator**

**Comedia s.r.l.**, July 2013 – April 2014 Milan, Italy

Deploying and managing networks for small and medium business.

Managing operations on Linux and Windows servers included:

- monitor systems configurations

- backups

- firewalling and nat

- e-mail system

### **Web Developer**

**Softtele s.r.l.**, October 2013 – April 2014 Milan, Italy

Developing and testing web interface on portable devices (bar-code scanner, pad for Windows, Android and Apple).

Projects were based on Oracle db v8 and v10 designed for intranet uses.

### **Team Coordinator**

**Nest2 on behalf of Fastweb s.p.a.**, July 2011 – February 2013 Bresso, Milan, Italy

Team coordinator and escalation reference for Carrier, Wholesale and Interconnected Operators.

Advanced network engineer Transport (SDH) technology.

### **Project: Olympics London 2012**

**Nest2 on behalf of Fastweb s.p.a.**, July 2012 – August 2012 Bresso, Milan, Italy

1st e 2nd level SPOC (h24) and issue management for customer Globcast in Sky per Olympic London 2012 event.

### **Network Engineer**

**Nest2 on behalf of Fastweb s.p.a.**, June 2009 – June 2011 Bresso, Milan, Italy

1st and 2nd level h24 support for Carrier, Wholesale and Interconnected Operators.

Manage and solve issue over the Fastweb Network (particularly over Transport SDH technology).

Starts with the incoming of the alert software alarms proactive or customer's request. Then

troubleshooting and managing of technical staff on site or remote action to fix the issue.

### **Helpdesk support**

**Comedia on behalf of Hewlett Packard**, October 2007– May 2009 Cernusco sul Naviglio, Milan, Italy

1st level support as System Administrator, Event Detection & Notification and Backup Operation.

Investigate and resolve software problems arising on the customer environment.

These alarms could be revealed or using special software alarms proactive or customer's request.

**Education:** Degree in Industrial Engineer in Computer Science

**Language:** Italian (native) and English (intermediate)

**Other projects:**

- Creation of the website [www.inkunderskin.it](http://www.inkunderskin.it) (2012)
- Migration on a personal server of my personal website [www.blmskj.com](http://www.blmskj.com) (2012)
- Creation of the website [www.dipiumusic.com](http://www.dipiumusic.com) (2011)
- Creation of the website [www.casamoney.it](http://www.casamoney.it) (2010)
- Creation of the website [www.agostinilidia.it](http://www.agostinilidia.it) (2009)
- Layout project for gadgets for Agostinia Lidia s.n.c (2007)
- Annual project “Fausto Sartori” launched by Italian Chamber of Commerce of Milan (2006) Mission: build up in teams a web portal to research information about cultural activities in specific areas of the Lombardia region
- Creation and maintenance of my personal website [www.blm.altervista.org](http://www.blm.altervista.org) (2001)

**Personal Interest:**

- computer hardware
- cooking
- DIY
- game modding