



NICOLO' STEFANO PLANETA

HW TROUBLESHOOTING, UX/UI DESIGN AND CLOUD SERVICES

<https://nsplaneta.com/>



PERSONAL

NAME	Nicolò Stefano Planeta
BIRTHDAY	30 Jul 1990
NATIONALITY	Italian
RESIDENCE	Hoensbroek
LANGUAGES	English, Italian

EDUCATION

BACHELOR	Computer Science (In progress, end June 2025)
DEGREE	I.C.T. Technicians
SCHOOL	I.T.I.S. E. Majorana

SKILLS

Troubleshooting	<div style="width: 80%;"></div>
Office management	<div style="width: 85%;"></div>
Networking	<div style="width: 75%;"></div>
Work under Pressure	<div style="width: 90%;"></div>
Teamwork	<div style="width: 95%;"></div>
SOLID, DRY Principles	<div style="width: 80%;"></div>
Project management	<div style="width: 70%;"></div>

LANGUAGES

HTML	<div style="width: 90%;"></div>
CSS	<div style="width: 85%;"></div>
PHP	<div style="width: 75%;"></div>
SQL	<div style="width: 60%;"></div>
Python	<div style="width: 40%;"></div>
C++	<div style="width: 10%;"></div>

SOFTWARE

Linux / Unix	<div style="width: 80%;"></div>
Window	<div style="width: 85%;"></div>
Mac OSX	<div style="width: 75%;"></div>
Google Suite	<div style="width: 90%;"></div>
Microsoft Office	<div style="width: 85%;"></div>
MS Dynamics 365	<div style="width: 70%;"></div>
Oracle VM VirtualBox	<div style="width: 60%;"></div>

EXPERIENCES

LEVEL 2 PREMIUM TECHNICAL SUPPORT SPECIALIST

08.20 - NOW - LENOVO (TELEPERFORMANCE) - MAASTRICHT, NETHERLANDS

- o Assist level 1 technicians and customers by diagnosing problems and providing resolutions for technical and service issues
- o Provide support through phone calls, emails, e-tickets and chats.
- o Microsoft Dynamics 365 experience
- o Provide coaching and mentoring to level 1 technicians
- o Troubleshooting to identify hardware issues across notebooks, desktops, workstations and IoT devices.
- o Advise & educate customers through procedural guideline documentation to ensure a solution to their technical issues
- o Recreate, identify and provide input on recurring, systemic or high complexity customer problems and share that information with other technical teams when relevant
- o Work with the CritSit team to monitor and track issues to ensure accurate resolution
- o Occasionally distribute pertinent cross-functional technical information to Sales, Resolution Managers, Customer Care & Partners

INFORMATION TECHNOLOGY SPECIALIST

04.19 - 07.20 - AMAZON WEB SERVICES - FRANKFURT, GERMANY

- o Maintenance and monitoring of server systems.
- o Knowledge of Copper and Fiber Optic testing methodologies.
- o Knowledge of Linux, networking and Server Hardware Troubleshooting.
- o Experience with Network Protocols: TCP/ IP, Ethernet, L2/L3 technologies.
- o Network Hardware: Copper and Optical Fiber Cabling, Switches, Routers.
- o Established troubleshooting methods to encounter IT issues for the team, ensure the team is being proactive, professional and well informed to handle any kind issues that arise on the floor.
- o Scheduled weekly meeting to discuss the new or unsolved issues with the team and came up with possible solutions to prevent same issues happen again.
- o Assisting the Manager on Active Directory in creating objects, groups, giving permissions and to approved users to access the network.
- o Monitored hardware upgrade and software update rollouts and reporting to the Manager if any issues that cause by the hardware upgrade and software update.

CUSTOMER SERVICE AGENT OPERATOR

08.18 - 03.19 - FLASH EUROPE - MAASTRICHT, NETHERLANDS

- o Co-ordinate the customer order fulfilment process by identifying, recording and maintaining all appropriate customer, product and delivery information.
- o Make tailor made solutions towards exciting and prospect customers by proposing solutions, taking Quality and pricing into account.
- o Service follow-up by indicating possible anomalies that may occur during the transport and find the best way to solve or limit the consequences.
- o Be an entrepreneur and communicate to the Branch Manager strategies to improve the quality of service.
- o Working on ticketing system.
- o Administration after the transport to prepare invoicing.
- o Identify sales leads, collecting and forwarding knowledge regarding potential new customers or customer trends



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EXPERIENCES

IT CABLING TECHNICIAN

01.18 - 07.18 - ALIBABA - MILAN, ITALY

- o Maintain cable systems by installing, repairing, and upgrading cable infrastructure.
- o Perform major and minor preventive maintenance and repairs by troubleshooting cabling system issues.
- o Identify, track and remove abandoned cable.
- o Record time and materials used on daily work assignment.
- o Complete required paperwork including installation checklist, timesheets, service orders, vehicle inspection report and various other logs.
- o Assist co-workers with installation and routine maintenance of structured cabling systems.detection devices, and test equipment

WEB DEVELOPER (FREELANCE)

11.14 - 08.17 - CUSTOM PRINT DI CROCE GIUSEPPE - CAPACI (PA), ITALY

- o Design and create optimized landing pages in HTML and CSS to support company's marketing and promotional needs and cross-browser compatibility.
- o Designed custom graphics.
- o Updated website content on a daily basis.
- o Demonstrated the ability to work diligently under pressure to meet deadlines.
- o Redesigned sections of the website to ensure a more attractive and user friendly experience.
- o Designed custom graphics.

04.13 - 10.14 - SOFTWARE IN SRL - CARINI (PA), ITALY

- o Development of a marketing portal with the use of the CMS Joomla.
- o Test your website on multiple browsers and graphic resolutions by identifying any technical issues.
- o Estimate the time and costs to be faced.
- o Define with the customer the project goal and elaborate the feasibility program.
- o Possibility to access more account with relative permissions management.
- o Possibility of Inserting, Editing, and Deleting Data.
- o Creating a Search Bar with Filters.
- o Realization of online consultation.

12.12 - 11.13 - MUNICIPALITY OF SANTA FLAVIA - SANTA FLAVIA (PA), ITALY

- o Possibility to access more account with relative permissions management.
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- o Test your website on multiple browsers and graphic resolutions by identifying any technical issues.
- o Define with the customer the project goal and elaborate the feasibility program
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- o Realization of online consultation.

03.12 - 12.12 - G&V FACTORY - PALERMO, ITALY

- o Dealing with cross-browser compatibility, general web functions and standards.
- o Constant communication with colleagues.
- o Planning and delivering software platforms used across multiple products and organizational units.
- o Integrating data from various back-end services and databases.
- o Estimate the time and costs to be faced.
- o Stay plugged into emerging technologies/industry trends and apply them into operations and activities.



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EDUCATION AND TRAINING

AWS CERTIFIED DEVELOPER

09.19 - AMAZON WEB SERVICE - VALIDATION NUMBER: KONZVRPKGJREQXS2

- o Apply the right AWS services for your future real-world AWS projects
- o Deploy an application using Elastic Beanstalk and AWS CICD tools with full automation
- o Understand Serverless API using AWS Lambda, API Gateway, DynamoDB & Cognito
- o Write infrastructure as code using AWS CloudFormation
- o Implement messaging and integration patterns using AWS SQS, SNS & Kinesis
- o Master the CLI, SDK and IAM security best practices in EC2
- o Monitor, Trace and Audit your microservices using CloudWatch, X-Ray and CloudTrail
- o Secure your entire AWS Cloud using KMS, Encryption SDK, IAM Policies & SSM

CISCO CCNA NETWORK FUNDAMENTALS CHAPTER 2

09.19 - CISCO CCNA - UDEMY.COM

- o How we use the OSI model, what devices we will be using it, and the ability to see the OSI in a different manner.
- o Where a router and a switch fits in with the OSI Model.
- o OSI Model.
- o TCP/IP Model.
- o Communication through the 7 layers.
- o Layer 2 and Layer 3.
- o OSI Model Comparing to TCP/IP Model

RED HAT ENTERPRISE LINUX TECHNICAL OVERVIEW

09.19 - OFFICIAL RED HAT® - UDEMY.COM

- o Knowledge of the Linux operating system, distribution, shell, kernel, userspace, file hierarchy, permissions, and more.
- o Prepare students for further study of the core system administration tasks required to test for the Red Hat Certified System Administrator (RHCSA) exam.
- o Understand the applications of Linux at a high level.
- o Practice basic Linux techniques and system administration tasks.
- o Prepared to take more advanced courses and including those leading to the RHCSA

HIGH SCHOOL DEGREE

04.04 - 07.09 - INFORMATION AND COMPUTER TECHNOLOGY - I.T. INSTITUTE "ETTORE MAJORANA" - (PA), ITALY

- o Using and managing databases in MySQL.
- o Knowledge of languages for web development.
- o Good propensity to problem solving, skills gained during studies.
- o Identify ICT requirements in a business environment to provide hardware and software solutions.
- o Locate and rectify network problems.
- o Understand how to design, configure and test network servers.
- o Manage the security of a network.
- o Set-up a virtual computing environment.



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