europass



Francesco Bigi

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ABOUT ME

I am an experienced IT professional with a strong background in technical support, IT customer relations, and system administration.

I have developed solid technical skills, particularly in areas such as ASP.NET, C#, SQL, AngularJS, and Linux system administration. Additionally, I hold multiple certifications from Microsoft and other recognized institutions in fields such as cybersecurity, Azure AI, and ITIL service management.

Throughout my career, I've worked on improving IT systems and building strong relationships with clients. I've focused on making sure everything runs smoothly, even in high-pressure situations where a lot of users need support. I've gained experience in different roles at the European Parliament, Canon, and Ingenico ePayments. I have managed IT support, solved technical issues, and worked on IT security measures.

I am passionate about using technology to drive efficiency and improve user experience. My goal is to continue contributing to innovative IT solutions while expanding my expertise in emerging technologies

WORK EXPERIENCE

01/02/2022 - CURRENT - BRUSSELS, BELGIUM

ICT SUPPORT OFFICEREUROPEAN PARLIAMENT

- Proficient in providing technical support to VIPs from the European Parliament as well as all staff members, ensuring their IT needs are met promptly and effectively
- Strong ability to configure Bring Your Own Device (BYOD) settings for Wi-Fi and email access, ensuring security and compatibility with organizational policies
- Experienced in delivering corporate devices to end users and managing their setup and configuration
- Skilled in managing backup and restore processes for data, ensuring the integrity and availability of critical information
- Capable of managing spyware checks, including Pegasus checks and Jamf checks, to ensure the security and privacy of organizational systems and data
- Familiar with using ticketing systems such as ServiceNow to log, track, and resolve IT support requests efficiently
- Effective communicator of technical information to VIPs and staff members, as well as other ICT professionals
- Proficient in documenting applications, creating written instructions for users, and contributing to knowledge base improvement
- Proactive in identifying potential dysfunctions and emerging needs, and effectively communicating insights to management
- Familiar with following established procedures and workflows, utilizing ticketing systems, and maintaining records of communication transactions and activities

31/01/2021 - 30/01/2022 - BRUSSELS, BELGIUM

CUSTOMER RELATIONS ASSISTANTEUROPEAN PARLIAMENT

The assistance relates to all “standard desktop requests and incidents” which includes all IT offices equipment

(hardware and software) made available to users by the EP, i.e.

desktop, portable PCs, hybrids, and peripherals like printers, scanners, network photocopiers.

VIP on-site support:

- Service desk agent, incident agent and analyst, problem agent and analyst
- Incident analysis, first and second-line customer liaison/service with the purpose of maximising the first line resolution rate
- First and second-line support: remote and on-site IT support
- Recording & tracking incidents, requests and problems
- Participating in reconfiguration/installation of PC environment
- Configuration and maintenance of mobile equipment
- Documenting operational support procedures
- Drafting technical content for knowledge database
- Testing and administration of applications
- Liaising with system administration and database administration for execution of administration tasks

10/02/2019 - 28/01/2021 - BRUSSELS, BELGIUM

IT & MOBILE SUPPORT FOR MEPS (MEMBERS OF THE EUROPEAN PARLIAMENT)SOGETI

VIP on-site support:

- Provided VIP on-site support as a Service Desk Agent, Incident Agent, and Analyst, as well as Problem Agent and Analyst, specifically for Members of the European Parliament (MEPs)
- Conducted incident analysis and served as the first and second-line customer liaison to maximize the first-line resolution rate
- Delivered first and second-line support, both remotely and on-site, for IT issues
- Recorded and tracked incidents, requests, and problems using appropriate ticketing systems
- Participated in the reconfiguration and installation of PC environments to meet user needs
- Configured and maintained mobile equipment to ensure functionality and security
- Documented operational support procedures to facilitate knowledge transfer and standardize processes
- Drafted technical content for the knowledge database to enhance support efficiency
- Tested and administered applications to ensure performance and reliability
- Liaised with system administration and database administration teams to execute administrative tasks effectively
- Provided super VIP support, delivering exceptional service to Members of the European Parliament (MEPs) and other key stakeholders

01/07/2020 - 31/08/2020 - BRUSSELS, BELGIUM

STUDENT INTERNSHIP WITH DG SAFEEUROPEAN PARLIAMENT

- Analyzed business processes to facilitate the extensive digitization of production processes for electronic badges at the European Parliament
- Specifically tasked with developing a deployment plan for the AXS2EP system, transitioning from the old version to the new one
- Conducted in-depth analysis of current workflows and identified areas for improvement in digitizing production processes
- Collaborated with team members to develop a comprehensive deployment plan for the AXS2EP system, ensuring a smooth transition and minimal disruption to operations
- Coordinated with stakeholders to gather requirements and align deployment plan with organizational objectives
- Documented deployment procedures and provided training to relevant staff members to ensure successful implementation of the new system
- Monitored deployment progress and addressed any issues or concerns that arose during the transition period
- Provided regular updates to management on deployment status and highlighted any risks or challenges encountered
- Contributed insights and recommendations for future enhancements to the digitization process based on internship experience

31/07/2018 - 31/01/2019 - BRUSSELS, BELGIUM

IT TECHNICAL SUPPORTINGENICO EPAYMENTS

- Processed all technical support requests received via phone, email, and the ticketing system (Efficy), ensuring timely resolution and high-quality support delivery
- Provided assistance to merchants in setting up new accounts and offered ongoing support to ensure their satisfaction and success
- Integrated Ingenico module within various Web Shop applications (Magento, Prestashop, Shopify, Odoo) to enhance payment processing capabilities
- Escalated complex support requests to a 3rd line support level for further investigation and resolution
- Conducted deep troubleshooting on the backend side, utilizing tools such as the backend console and Splunk, to identify and resolve technical issues efficiently
- Implemented improvements and efficiencies on a technical level to enhance the overall support process
- Proactively screened the support mailbox and ticketing system, taking appropriate action to address incoming requests promptly
- Assisted merchant developers in understanding how to integrate with different programming languages (JavaScript, SQL, HTML/CSS) to optimize their applications

02/05/2018 - 08/07/2018 - BRUSSELS

IT SPECIALISTNETIKA

- Manage relations with the company's technical team (infrastructure)
- Assist and advise developers / customers on security issues (resolution or escalation of incidents and performance optimization)
- Monitor the functioning of systems, production tools and / or applications
- Write intervention reports, user manuals, procedures
- Manage information on the status of the fleet (hardware, software, licenses)
- Manage the packaging of customer applications and their implementation on site or in remote maintenance.
- Management of the internal environments (and customers) of reference, developments, approval, acceptance and production. Implementation of procedures for updating these environments.

02/03/2014 - 29/04/2018 - DIEGEM, BELGIUM

IT ANALYSTCANON BELGIUM NV

- Acted as the Single Point of Contact (SPOC) for all EMEA (15000+ users) within Canon, ensuring efficient communication and resolution of IT-related issues
- Provided end-user support and applications support, addressing software, hardware, and mobile telephony issues promptly and effectively
- Handled all support requests submitted by customers via phone, email, or web submit, diagnosing received issues and assessing their impact and urgency to set appropriate priorities
- Thoroughly documented all actions taken to resolve support requests and met all Service Level Agreements (SLAs) consistently
- Ensured follow-up of pending incidents and requests, providing updates to customers as necessary
- Managed and reported resolved problems, maintaining accurate records of resolutions and feedback
- Acted as an interface between end-users and support groups for scheduled maintenance activities, facilitating smooth communication and coordination
- Conducted root cause analysis for recurring issues and implemented corrective actions to prevent future occurrences
- Provided training and guidance to end-users on IT-related topics and best practices to enhance their productivity and efficiency
- Participated in the testing and deployment of software updates and patches to ensure system stability and security
- Managed Active Directory, including adding and deleting user groups, adding users to related groups to grant permissions for folders, installing software, and other administrative tasks
- Collaborated with other IT teams to troubleshoot complex technical issues and escalate unresolved problems to appropriate levels of support
- Stayed updated on industry trends and best practices to continuously improve support processes and

procedures

02/05/2010 - 29/09/2013 - ROME, ITALY

COMPUTER TECHNICAL SUPPORTGPSOFTWARE

- Installed and configured computer hardware, operating systems, and applications to ensure smooth operation of IT infrastructure
- Monitored and maintained computer systems and networks to identify and resolve issues proactively
- Provided technical support to staff or clients, either face-to-face or over the telephone, guiding them through troubleshooting steps and system setup processes
- Troubleshot system and network problems, diagnosing and resolving hardware or software faults efficiently
- Replaced parts as required to maintain optimal performance and functionality of computer systems
- Provided support, including procedural documentation and relevant reports, to ensure effective communication and problem resolution
- Followed diagrams and written instructions to repair faults or set up systems accurately and efficiently
- Supported the roll-out of new applications, ensuring successful implementation and user adoption
- Set up new users' accounts and profiles, addressing password issues and ensuring smooth onboarding processes
- Responded promptly to call-outs within agreed time limits, prioritizing tasks and managing multiple open cases simultaneously
- Established good working relationships with customers and other professionals, such as software developers, to facilitate collaboration and problem-solving
- Tested and evaluated new technology to assess compatibility and effectiveness in improving IT operations
- Conducted electrical safety checks on computer equipment to ensure compliance with safety standards and regulations

21/01/2010 - 29/03/2010 - MONTE PORZIO CATONE, ITALY

NETWORK ADMINISTRATORAUGEN TELEMATICA E AUTOMAZIONE

- Scripting dial plans and call routing for Asterisk (VOIP) systems (such as Asterisk 1.6 or 1.8), implementing features such as voicemail and IVR (Interactive Voice Response) to optimize communication infrastructure.
- Managing computer networking infrastructure to enhance performance and security.
- Installing and configuring operating systems, including Ubuntu (such as 10.04 LTS) and Windows, meeting organizational requirements.
- Successfully leading the migration process from Windows XP to Windows 7, ensuring a seamless transition for all users.
- Configuring phone communication systems within office environments and gate control using Asterisk VOIP solutions to facilitate efficient and secure communication channels.

EDUCATION & TRAINING

12/10/2024 - BRUSSELS, BELGIUM

BACHELIER EN INFORMATIQUE DE GESTION- EPHEC

Field(s) of study: Software and applications development and analysis , Information and Communication Technologies (ICTs) not further defined , Database and network design and administration | **Level in EQF:** 6 | **Website:** https://www.ephec.be

13/03/2024 - BRUSSELS, BELGIUM

MICROSOFT CERTIFIED: SECURITY, COMPLIANCE, AND IDENTITY FUNDAMENTALS- MICROSOFT

Website: https://learn.microsoft.com/api/credentials/share/it-it/fbigi/E61342103334B4A9?sharingId=5BD82971B03EC680

12/03/2024 - BRUSSELS, BELGIUM

MICROSOFT CYBERSECURITY ANALYST- MICROSOFT ON COURSERA

Website: https://coursera.org/share/fdb19c1df3b8bf322e924fc0a90f4b8c

23/11/2023 - BRUSSELS, BELGIUM

MICROSOFT CERTIFIED: AZURE FUNDAMENTALS- MICROSOFT

Website: https://learn.microsoft.com/en-us/users/fbigi/credentials/fc817286529ca920

2007 - 19/11/2018 - BELGIUM

RESPONSIVE WEBDESIGN- FREECODECAMP

Website: https://www.freecodecamp.org/

11/03/2016 - 14/03/2016 - LEUVEN, BELGIUM

ITIL V3- SMME

Address: Interleuvenlaan, 623001 | **Website:** https://www.smme.com

29/07/2010 - ITALY

HACKING TECHNIQUES- CEFI

Website: https://www.cefi.it

14/03/2010 - ROME, ITALY

SENIOR CERTIFIED GNU/LINUX SYSTEM ADMINISTRATOR- ASSOCIATION LINUX SHELL ITALIA

Website: http://www.linuxshell.it/

24/01/2010 - ROME, ITALY

GNU/LINUX CERTIFICATE – III° LEVEL TECH COMPETENCE LINUX SYSTEM ADMINISTRATOR- ASSOCIATION LINUX SHELL ITALIA

Website: http://www.linuxshell.it/

28/07/2009 - ROME, ITALY

GNU/LINUX CERTIFICATE – II° LEVEL TECH COMPETENCE LINUX SYSTEM ADMINISTRATOR- ASSOCIATION LINUX SHELL ITALIA

Website: http://www.linuxshell.it/

26/05/2009 - ROME, ITALY

GNU/LINUX CERTIFICATE – I° LEVEL TECH COMPETENCE LINUX SYSTEM- ASSOCIATION LINUX SHELL ITALIA

Website: http://www.linuxshell.it/

08/01/2009 - ROME, ITALY

NETWORK SECURITY- ARCHIMEDE INFORMATICA

14/10/2008 - ROME, ITALY

NETWORK SYSTEMS ENGINEER- ARCHIMEDE INFORMATICA

Website: https://www.archimedeinformatica.it

20/07/2008 - ROME, ITALY

HARDWARE TECHNICIAN- ARCHIMEDE INFORMATICA

Website: https://www.archimedeinformatica.it

31/08/1994 - 06/07/2006 - BRUSSELS, BELGIUM

EUROPEAN BACCALAUREATE- EUROPEAN SCHOOL BRUSSELS II

Field(s) of study: Education | **Address:** Avenue Oscar Jespers, 751200 | **Website:** https://www.eeb2.be

LANGUAGE SKILLS

Mother tongue(s): **ITALIAN** | **FRENCH**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2