Latest update: May 2015,

**RE:** Application for the position as technical support and tester

Dear Sirs,

I currently work as a tester and technical support at a leading Italian Company which develops and produces cash registers, electronic scales and POS.   
  
Despite my young age, I have already gained a 6-year experience in large-scale distribution in Italy and abroad. My main tasks consists in installing specific products and to train employees in this regard.

I attended some trade fairs such as Euroshop 2014 and Marocotel 2014. The former is one of the world's leading retail trade fairs, where *Omega Bilance* introduced the new electronic scales. While, the latter is the International Exhibition of Professional Equipment for the hotel and catering where *Ditron* showed the Electronic Scales and Restaurant front-end.

I firmly believe that my enthusiasm and knowledge would enable me to make a valuable contribution to your team.

Should you find my candidature of any interest, I am more than willing prepared to embrace this new major challenge.

I would be very pleased to be considered for the position, I can be contacted by email at [dartie90@gmail.com](mailto:dartie90@gmail.com) or on the phone at +44 7754 615807.

Kind Regards,

Dario Necco

**OBJECTIVE**

My personal goal is to work in a well-established, attractive and dynamic organisation offering professional growth opportunities. This objective goes hand in hand with a strong desire to learn new technologies and to gain new competence and skills.

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| **Employment History**  **Current Position:** |

**International Department Technical Support**, Naples – from April 2015.

Ditronetwork S.R.L. ([www.ditronetwork.com](http://www.ditronetwork.com)) - is a leading Italian IT company currently developing and producing cash registers and POS systems for the most important Italian customers and for some of the most significant brands all over the world.

Duties:

* Technical support for abroad department
* Coordinate trade shows
* Supporting users and network administrators over the telephone, by email and remote control.
* Configuration and testing of any new hardware and software.
* Travelling to client sites to help with installs, deployment, and troubleshooting.
* Installing and operating Windows desktop and server operating systems.
* Assistance with training of staff and compiling procedural documentation.
* Coordinate assistance activities
* Create documentation about products
* Training new resources
* Training new abroad customers
* Testing new features of cash registers and electronic scales
* Maintenance of web site developed in Wordpress: send newsletter, publish documents, manage users
* Creating tools in C# and Python to simplify technical support

**International Department Technical Support**, Naples – from January 2014 to April 2015

Ditron S.R.L. ([www.ditron.eu](http://www.ditron.eu)) - is a leading Italian IT company currently developing and producing cash registers and POS systems for the most important Italian customers and for some of the most significant brands all over the world.

Duties:

* Technical support for abroad department
* Coordinate trade shows
* Supporting users and network administrators over the telephone, by email and remote control.
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* Assistance with training of staff and compiling procedural documentation.
* Coordinate assistance activities
* Create documentation about products
* Training new resources
* Training new abroad customers
* Testing new features of cash registers and electronic scales
* Maintenance of web site developed in Wordpress: send newsletter, publish documents, manage users
* Creating tools in C# and Python to simplify technical support

Key Activities:

1. Euroshop 2014: Ditron introduced in Dusseldorf, new line of electronic scales with the brand “Omega bilance”
   * Ditron made the new line of electronic scales, which allows to change the scales idea using a new hardware and original design.

*As IT support I am responsible for:*

* Testing scales software
* Create demo database
* Present to people the features

Key Technology used:

* Virtual Machines (Virtual PC, VMware, Virtual box, Parallels), Firebird, Linux, Ftp, Postgres, Sql lite3, Remote Access Applications (Remote Desktop, Team Viewer, VPN, Telnet, ssh, Ammyy, NoMachine), QR code, Python

1. Marocotel 2014: Ditron brought in Casablanca the electronic scales most sold in Italy with the brand “Omega bilance”
   * Ditron brought in Marocco the most reliable product, in order to appear in a new market.

*As IT support I am responsible for:*

* Testing scales software
* Create demo database
* Present to people the features

Key Technology used:

* Virtual Machines (Virtual PC, VMware, Virtual box, Parallels), Firebird, Linux, Telnet, Ftp, Postgres, Sql lite3, QR code

**Technical Support**, Varese – June 2009 to December 2013

Omega Bilance (branch of Ditron S.R.L.) ([www.ditron.eu](http://www.ditron.eu)) - is a leading Italian IT company currently developing and producing electronic scales for the most important Italian customers and for some of the most significant brands all over the world.

Duties:

* Supporting users and network administrators over the telephone, by email and remote control.
* Configuration and testing of any new hardware and software.
* Travelling to client sites to help with installs, deployment, and troubleshooting.
* Installing and operating Windows desktop and server operating systems.
* Assistance with training of staff and compiling procedural documentation.
* Applying patches in accordance with company procedures.
* Software testing scales
* Organize and manage post-sales activities
* Creating tools in C# to simplify technical support

Key Projects:

1. Simmillenium: Carrefour supermarket’s roll out to connect electronic scales to network, managed by back-office
   * The project was made from the idea of Carrefour that decided to update items’ data by head office

*As IT support I am responsible for:*

* Upgrade scales’ hardware
* Install scales’ software manager
* Interface software manager to back office made by Accenture
* Create the roll-out procedure in accordance with customer’s systems engineer

Key Technology used:

* Firebird, Windows Server

1. Rebo: Coop supermarket’s roll out to connect Coop back-office to our software by driver, without files.
   * The project was made from the idea of Coop that decided to update items’ informations by head office, removing swap files

*As IT support I am responsible for:*

* Upgrade scales’ hardware
* Install scales’ software manager
* Create printer layout for scales
* Interface software manager to back office
* Create the roll-out procedure in accordance with customer’s systems engineer
* Create user manual and technical manual

Key Technology used:

* Postgres, Oracle, Windows Server

1. Easystore: Carrefour supermarket’s roll out to uniform data between Carrefour Express (mini market), Carrefour Market (medium store), Carrefour Planet (megastore)
   * The project was made from the idea of Carrefour that decided to update items’ informations by head office easier

*As IT support I am responsible for:*

* Upgrade scales’ hardware
* Install scales’ software manager
* Interface software manager to back office
* Create the roll-out procedure in accordance with customer’s systems engineer
* Create user manual and technical manual
* Create a batch procedure to upgrade all software and data on servers
* Schedule a timeline of the entire procedure

Key Technology used:

* Firebird, Windows Server, dos script

1. Meat traceability Famila: Famila supermarket’s roll out to trace the input of the meat in the stores by a controlled electronic system
   * The project was made from the idea of Famila to trace the input and the sale of the meat. The input must be done by scanner

*As IT support I am responsible for:*

* Upgrade scales’ hardware
* Install scales’ software traceability manager
* Interface software manager to back office made by Camì
* Create the roll-out procedure in accordance with customer’s systems engineer
* Create user manual and technical manual
* Create a batch procedure to upgrade all software and data on servers
* Schedule a timeline of the entire procedure
* Configure the scanners Datalogic to work with EAN 128
* Teach to customers and meat providers the laws about traceability

Key Technology used:

* Firebird, Windows XP and 7, dos script, EAN 128

1. Meat traceability Auchan: Auchan supermarket’s roll out to connect electronic scales Mettler to our system
   * The project was made from Auchan that decided to use a scales Mettler brand to import meat traceability information, and weighting using our scales.

*As IT support I am responsible for:*

* Upgrade scales’ hardware
* Install scales’ software manager
* Interface software manager to Mettler scales
* Create the roll-out procedure in accordance with customer’s systems engineer
* Schedule a timeline of the entire procedure

Key Technology used:

* Postgres, Linux Redhat, EAN 128, QR code

1. Coop Redhat: Coop supermarket’s roll out to migrate server Windows to Linux Redhat
   * The project was made from Coop that decided to use a Linux server replacing a Windows Server.

*As IT support I am responsible for:*

* Install scales’ software manager on Linux Server
* Interface software manager to back office Coop
* Create the roll-out procedure in accordance with customer’s systems engineer
* Schedule a timeline of the entire procedure

Key Technology used:

* Postgres, Linux Redhat

**Technical Support**, Naples – April 2009 to July 2009.

Ditron S.R.L. ([www.ditron.eu](http://www.ditron.eu)) - is a leading Italian IT company that develops and produces cash registers and POS systems for biggest Italian customers and for some of the bigger brands in the world.

Duties:

* Supporting users and network administrators over the telephone, by email and remote control.
* Configuration and testing of any new hardware and software.
* Travelling to client sites to help with installs, deployment, and troubleshooting.
* Installing and operating Windows desktop and server operating systems.
* Assistance with training of staff and compiling procedural documentation.
* Applying patches in accordance with company procedures.

Key Technology used:

* CRM, Virtual Machines (Virtual PC, VMware, Virtual box, Parallels), SVN, Remote Access Applications (Remote Desktop, Team Viewer, VPN, ssh, Ammyy, NoMachine)

**Education**

July 2014 – September 2014

* Development mobile apps for windows phone 8.1 and Windows Store published in Microsoft Italy and test device Dell Venue 8 Pro.

July 2012 – September 2012

* Development mobile apps for windows phone 7.5 published in Microsoft Store and test device Nokia Lumia 800.

April 2010

* Training course in industrial labelling machines with Espera

September 2008 - March 2009

* First year University “Federico II of Naples” address “Electronic and Telecommunication”

September 2003 – July 2008

* General Certificate of Education, graduated as Expert Electronic and Telecommunication in the school year 2007/2008 (mark 97/100) at the Technology High School “I.T.I. A. Righi &VIII”, Naples.

November 2007

* 4th position in the National Electronic challange

**Language Skills**

Italian – mother tongue

Technical English – Good

**Technical Skills**

Languages: Python, C#, Visual Basic, C++,

IDE:   Visual Studio, Pycharm

Databases: Oracle, Microsoft Access, Firebird, Postgres, Sqlite

Operating Systems: Windows (8, 7, Vista, XP, 2000, ’98), Mac OSX, Linux

Other: Wordpress, Cloud platforms

**Interests**

Technology, IT, sports (in particular Football), music, hiking.

**References**

Available on request.