

# Federico Biglia




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 Royal Docks, London

 Full-time

## About me

Always been passionate about new technologies from the very begin of my childhood. I also developed my interest on video gaming, cooking and travel.

## Experience

January 2018 - **1 year, 6 months**  
now

**Wasabi**  
Branch Manager

Team building and management, writing QBP, recruiting personnel, shop management, building client relationship, manage products stocks and orders.

December 2016 - **1 year**  
December 2017

**Wasabi**  
Assistant Manager

I was responsible for opening and closing the shop, shop management (maintenance, address online and offline complaints, stock counting) and building weekly and monthly reports.

August 2015 - **1 year, 6 months**  
November 2016

**Wasabi**  
Floor Team Leader

Training new staff and walk through initial shifts to inform and motivate staff, completed end-of-shift reports and closed store, managed in store customer complaints and assisted stock counting to order goods and stock rotation

February 2015 - **4 months**  
July 2015

**Wasabi**  
Floor Team Member

I followed safety protocols and Wasabi procedures, managing warming/reheating position for bain-marie foods. I politely welcomed and assisted approaching guests, processed customer payments, maintained clean and neat the shop.

October 2013 - **6 months**  
April 2014

**Softtele**  
Web Developer

I developed and tested 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.

July 2013 -  
April 2014

**9 months**

**Comedia**

**System Administrator**

As a System Admin, I deployed and managed networks for small and medium business, managing operations on Unix and Windows servers including monitor systems configurations, backups, firewalling and NAT, e-mail system and and user system like Windows, Apple and Linux.

July 2011 -  
February 2013

**1 year, 6 months**

**Fastweb**

**Team Coordinator**

Team coordinator and escalation reference for Carrier, Wholesale and Interconnected Operators. Advanced network engineer Transport (SDH) technology.

June 2009 -  
June 2011

**2 years**

**Fastweb**

**Network Engineer**

1st and 2nd level 24h support for Carrier, Wholesale and Interconnected Operators. I managed and solved issue remotely over the Fastweb Network (particularly over SDH technology) any guide on-site engineer.

October 2007 -  
May 2009

**1 year, 6 months**

**Hewlett Packard**

**IT Help desk**

1st level support as System Administrator, Event Detection & Notification and Backup Operation. Investigate and resolve software problems arising on the customer environment.

## Languages

Italian - Native

English - Advanced

## Education and Courses

Degree in Industrial Engineer in Computer Science. First level Health and Safety certification Second level Health and Safety and Fire Marshal certification.