







Work Experience

Vincenzo De Vivo

Available for your browser on vincenzodevivo.me

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Dynamic IT professional with over a **decade of experience** in managing complex projects, **leading** cross-functional teams, and **implementing** innovative technology solutions. Proven record in **Agile** project management, **devops**, system administration, and IT infrastructure optimization. Adept at fostering **collaboration**, driving continuous improvement, and delivering high-level **results** tailored to business needs.



Technical Leader

Cap4Lab

February 2023 to November 2024

During my experience first as a Tech Lead of the Integration Support Team, I led an operational support team (24x7) of **ten resources**, across different countries. This experience allowed me to develop strong **organizational** and **leadership** skills. I constantly monitored activities to ensure that **Service Level Agreements** (SLAs) were being met, and fostered an inclusive work environment that valued cultural diversity, promoting **clear** and **shared** communication. To enhance team skills, I organized regular **training sessions** focusing on both technical and interpersonal skills. Moreover, I implemented standardized processes and structured documentation, ensuring uniform management and timely response to customer requests. In the DevOps context, I worked across multiple environments for different clients, **designing** and **implementing scalable** and **secure CI/CD pipelines**, using tools such as **GitLab** CI/CD and **Azure DevOps**. I was responsible for automating build, test, and deployment processes, improving speed and reducing manual errors. Another area of expertise was in the development of custom solutions with a focus on **Mulesoft** and related services. I designed and implemented APIs on **Anypoint Platform**, enhancing interoperability between customer systems. I developed **ETL flows** to manage and transform large volumes of data. I integrated these solutions with **third-party tools**, such as **Salesforce** and **SAP**, providing hybrid and cloud-based architectures tailored to specific project needs. I worked with the **ELK Stack** to analyze real-time logs and create custom monitoring dashboards, used Postman to test and document APIs, including test automation to maintain high quality standards, implemented advanced monitoring solutions with tools such as **Prometheus** and **Grafana**, ensuring proactive monitoring of infrastructure and anticipating potential issues. These experiences have honed my skills in **operational management**, technical support, and innovative solution development, all focused on meeting customer needs and ensuring **high-level results**.

Customers I made happy :)



TIFFANY & Co.



LVMH

Dior



Project Manager

Braincomputing

June 2022 to December 2022

During my experience as a project manager for Braincomputing, I played a key role as **point of contact** between sales department, customers, and developers, ensuring **smooth communication** and alignment with the needs of all stakeholders. In just a few months, I successfully coordinated the development of two significant projects: an automation management application for cold rooms intended for butcher shops and a custom CRM for commission calculation. Both projects allowed me to enhance my **coordination** skills and translate complex requirements into practical, effective solutions, contributing to the success of the final products.



System Administrator

La Patria

September 2021 to June 2022

During my time at La Patria, I was involved in **systems** and **network management**, focusing on **optimization** and **maintaining** the IT infrastructure. I primarily worked with **Windows Server** on a **vmware** based virtualized platform, ensuring security and business continuity through backup and disaster recovery solutions with **Veeam**. On the networking side, I managed **Cisco** and **Fortinet** equipment, ensuring a stable and high-performing infrastructure. Additionally, I played an active role in the migration to **Office 365**, helping to improve business productivity and simplifying the management of internal communications. This experience allowed me to hone my technical skills, successfully managing critical projects within tight deadlines.



IT Manager

Wall Street English

February 2018 to August 2021

In my role as IT Manager, I have embraced new challenges by applying **Agile** Project Management methods. I successfully led various projects, including two account **migrations** and a comprehensive renewal of the company's IT process and systems. Utilizing agile approaches allowed me to manage complex projects efficiently and adapt to changing requirements. I was responsible for **budget management**, ensuring that financial resources were effectively planned, allocated, and monitored for all IT initiatives. Additionally, I implemented innovative solutions to optimize business processes and enhance system integrations, which significantly improved operational efficiency. My role also involved **coordinating** the IT team, **managing** vendor relationships, and **providing support** to the franchise network. To maintain high-quality standards, I closely monitored **KPIs** and **SLAs**, analyzing performance metrics to identify areas for **improvement**. I oversaw the administration of CRM, ERP, and BI platforms to ensure they effectively supported business operations. Finally, I designed and managed the IT infrastructure, including disaster recovery plans to guarantee business continuity.



IT Specialist


M.A.C.

October 2016 to February 2018

My first experience in high-profile professional environments allowed me to grow and develop skills in managing complex projects. I led a team in the rollout of thousands of workstations, planning and organizing activities to ensure deadlines and objectives were met. I managed user accounts and access through Active Directory and conducted both routine and extraordinary maintenance on hardware and software. Operating under ITIL standards, I used platforms such as Jira, ServiceNow, and Remedy, ensuring a methodical and quality-oriented approach.

Customers I made happy :)






Co-founder

Phi Designstudio

May 2015 to May 2016

Our digital agency, which began as a passion project, has trasformed into an **exciting** and rewarding **journey**. This venture has provided me with a diverse set of experiences across various domains, fostering strong professional relationships and facilitating collaborating with a wide range of stakeholders. I have been involved in **analysis**, focusing on project **feasibility**, **scalability**, and competitor research. I have managed projects using tools and methodologies such as **GANTT**, **Scrum**, and **Kanban**, ensuring efficient organization and a clear strategic vision. Additionally, I implemented and configured CMS and CRM systems to optimize digital and business management, while developing, engaging and functional front-end interfaces. On the design side, I focused on creating intuitive user experiences and impactful visuals, as well as producing print materials such as magazines, brochures, and business cards. I have also worked on search engine optimization and managed online advertising campaigns, refining my SEO and SEA strategies. This journey has not only enriched my professionally but also allowed me to explore different fields, fostering cross-functional and innovative expertise.




IT Specialist

GMD Group

February 2013 to November 2014

As part of GMD's IT team, I was responsible for managing the staging phase in the post-sales process, ensuring systems were properly configured and ready for deployment. I also handled data entry and management on **Microsoft SQL** databases, ensuring **accuracy** and **consistency** throughout the processes. Additionally, I worked on programming time-tracking badges, ensuring their full functionality was aligned with the company's requirements.



Lab Technician

Webnet Studio

January 2012 to January 2013

As a lab technician at Webnet Studio, I provided **hardware** and **software support** to both private and corporate clients. My responsibilities included advising on device purchases, repairing components, and delivering comprehensive, tailored technical assistance.

Education & Certifications



Developer Level 1

Mulesoft Trailhead

April 2023

How to manage **APIs** with **MuleSoft Anypoint Platform** and how to build API applications using Mule 4 and Anypoint Studio.



Management Trasversale

Cegos

January 2020

How to manage projects without hierarchical constraints in increasingly **hybrid contexts** requires a **clear strategy** and **assertive behavior**. These elements form the foundation for successfully handling cross-functional projects.



Database Admin

Cegos

March 2019

Installation, configuration, and management of databases in a **Microsoft SQL Server** environment, including the implementation of referential integrity constraints (foreign keys) and table optimization.



IT Networking

M.A.C. Formazione

September 2017

Fundamentals of **computer networks**, providing the essential knowledge to understand the operation of devices such as **routers** and **switches**, configure a local area network, and gain basic knowledge of network security.




Microsoft Office

Regione Calabria

September 2007

Microsoft Office Advanced, had a specific focus on Excel, I learned how to use advanced tools such as pivot tables, complex formulas, data management and automations with macros.

Grade 100/100



High school diploma

I.P.S.I.A. Erodoto di Thurii

September 2002 to July 2007

High school diploma divided into three-year (mechanical operator) and two-year (mechanical industry technician).

Grade 79/100