

## PERSONAL INFORMATION

## Guido Vicino



📍 10145 Torino (Italy)  
☎ +39 329 7722959  
✉ [guido.vicino@gmail.com](mailto:guido.vicino@gmail.com)

Sex Male | Date of birth 27 Sep 1982

## WORK EXPERIENCE

Jul 2007–Present

**Manager**

Reply S.p.a.  
Via Cardinale Massaia, 83, 10147 Torino (Italy)

I have been working in Reply since July 2007 and I'm actually leading the Blue Reply "Cloud & Infrastructure" business-unit.

My current responsibilities are:

- Business Development
- People Management
- Customer Management
- Project Management
- Technical Leadership

I have a strong experience in the management and delivery of projects related to ICT infrastructure and security.

My competences:

- Cloud Solutions
- Infrastructure Design, Management and related Services
- IT Governance & Service Management
- Performance Management
- Log Management and SIEM
- Data Loss Prevention

My technological skills:

- IBM Cloud (ex Bluemix/SoftLayer)
- IBM WebSphere Products Family
- Dynatrace
- Splunk
- Amazon Web Services
- Azure

I work usually for IT departments of the following sectors: banking, financial, insurance, manufacturing, automotive and energy.

**Business or sector** IT Consulting

Jul 2014–Jun 2015

**IT Infrastructure Architect - UniCredit**

Reply S.p.a.  
Via Cardinale Massaia, 83, 10147 Torino (Italy)

IT Infrastructure Architect for Cross Architecture Project Coordination of Internet Banking for Unicredit CEE2020.

**Business or sector** Banking

Jun 2014–Dec 2014 **Cloud Architect - Luxottica Group**

Reply S.p.a.  
Via Cardinale Massaia, 83, 10147 Torino (Italy)

Design and planning of a Web Accelerator solution for improving the access time to the B2B Internet portal from several countries. This solution is built using open source technology deployed on virtual servers hosted in the cloud providers IBM SoftLayer.

**Business or sector** Eyewear

Oct 2013–Apr 2014 **Security Specialist - Multinational Manufacturing Company**

Reply S.p.a.  
Via Cardinal Massaia, 83, 10147 Torino (Italy)

This role regards technical project management activity for the implementation of Data Loss Prevention infrastructure for a large multinational company operating in the world of manufacturing.

The analysis and the technological solution covered:

- 3000 Product Development & Engineering Employees
- 7 Countries
- 3 Departments

The responsibilities were:

- Technical Team Leading
- Security functional analysis with the Business
- Security functional analysis with the various ICT stakeholders
- Support Service planning and delivery
- Problem Solving

The technological solution used in the project was Verdasys Digital Guardian.

**Business or sector** Manufacturing

Jan 2013–Jan 2014 **Service Manager - Miroglio Group**

Reply S.p.a.  
Via Cardinale Massaia, 83, 10143 Torino (Italy)

ICT Service Management for the Miroglio Group customer. I had the responsibility to maintain the ICT service related to the Middleware and Identity Access Management (implemented with IBM products).

My role responsibilities:

- Business continuity and service availability
- Producing statistics and presentations according to Service Level Agreements
- Leading the infrastructure and security support team
- Project planning
- Relationship management
- Escalation support

**Business or sector** Clothing manufacturing and distribution

Jan 2013–Aug 2013 **Project Manager - Italdesign Giugiaro**

Reply S.p.a.

Via Cardinale Massaia, 83, 10143 Torino (Italy)

The primary responsibility of this position was to plan and manage the delivery of the software of Access Management. The project was delivered meeting the client's business objectives by: project planning, estimating, executing, tracking, and implementing of the deliverables.

Primary Duties & Responsibilities

- Manage the delivery of the Access Management project, providing proactive control of schedule, hours used, and completion criteria.
- Prepare and present accurate Statements of Work (SOW) estimates for installation and configuration of the Tivoli products.
- Provide leadership and direction to the project team.

Key achievements:

- Delivering an Access Management infrastructure fully integrated with the Volkswagen group policies.

**Business or sector** Industrial and Transport Design

Oct 2012–Jan 2013

### IBM WebSphere Specialist - Luxottica Group

Reply S.p.a.

Via Cardinal Massaia, 83, 10147 Torino (Italy)

Design, installation and configuration of a WebSphere Commerce infrastructure for supporting the new B2B Portal of the customer.

The responsibilities were:

- Solution design & implementation
- Technical Team Leading - Performance and Stress Testing

**Business or sector** Eyewear

May 2011–2012

### System Engineer - Reale Mutua Assicurazioni

Reply S.p.a.

Via Cardinale Massaia, 83, 10147 Torino (Italy)

Systems Engineer for Red Hat JBoss and IBM Websphere portals.

Main activities:

- Configuration and management of JBoss AS environments
- Web Application Migrations (from WebSphere AS 6.1 to JBoss AS 5).
- Performance Tuning Assessment.
- Troubleshooting critical services issues related to J2EE infrastructure of Reale Mutua Assicurazioni.

**Business or sector** Insurance sector

Apr 2009–Mar 2011

### System administrator - Barclays Bank PLC Italy

Reply S.p.a.

Via Cardinale Massaia, 83, 10147 Torino (Italy)

Responsible for all Linux and AIX infrastructure that hosts the Mortgage and Personal Finance portals of the bank.

Main activities:

- Configuration and management of 30 Linux servers (Red Hat Enterprise Linux 4 and 5)
- Configuration and management of AIX servers (IBM AIX 5.3)

- Configuration and management of over 50 IBM WebSphere Application Server 6.1 environments
- Basic administration of Oracle Database 10g (R2) environments
- Capacity Planning
- Securing and hardening the production systems
- Project Management

**Business or sector** Financial and banking sector

Nov 2007–Mar 2009 **Websphere IT Specialist - IBM**

Reply S.p.a.  
Via Cardinale Massaia, 83, 10147 Torino (Italy)

Planning and implementation of system integration solutions using IBM WebSphere Products. Troubleshooting critical services issues related to SOA infrastructure of Generali Group. These Enterprise Application Integration (EAI) systems supports various processes and flows (J2EE, CICS, SAP, MQ, Oracle). The job was performed inside an IBM team formed by several international specialists.

Main activities:

- Configuration and management of Websphere Process Server 6.0.2
- Configuration and management of Websphere Application Server 5.1, 6.0.2, 6.1
- Configuration and management of WebSphere Interchange Server 4.3.0, 4.3.1

**Business or sector** Insurance sector

Jul 2007–Nov 2007 **Software developer - Edison S.p.a.**

Reply S.p.a.  
Via Cardinale Massaia, 83, 10147 Torino (Italy)

Development of a J2EE Portal created to display, manage and collects volatility indices (VIX). The solution was implemented using the following J2EE and EAI technologies:

- IBM Websphere Interchange Server, for the financial data integration
- IBM Websphere Integration Adapters
- JSP2.0 e JSTL1.1 used for the front-end realisation

**Business or sector** Energy sector

Apr 2007–Jul 2007 **ECDL teacher - Public high school**

Istituzione Superiore C. Balbo  
Via Galeotto del Carretto 3, 15033 Casale Monferrato (Italy)

Teaching of European Computer Driving License (ECDL) - Syllabus 4.0 in a public high school institute.

**Business or sector** Teaching and education sector

2001–2004 **System administrator - Part-time jobs**

Small business, Province of Alessandria, Italy

Installation and configuration of small office network topologies

Creation and configuration of Apache/SQL/PHP/Email/Ftp/Samba environments based on Debian Linux. Creation of firewall solutions using Linux and IPTables.

Jun 2004–Oct 2004 **Java Web Developer - Internship**

ICON BPS  
Via Ortigara, 14, 20059 Vimercate (Italy)

Development of a web portal using JSR 168 Java Portlet technologies.  
In detail:

- Struts 1.3
- Java Portlet
- Sun One Portal, Websphere Portal Server 5.0

**Business or sector** Information and communication technology

EDUCATION AND TRAINING

- |           |   |          |
|-----------|---|----------|
| 2004–2007 | <b>Computer Science 2nd Level Degree focused on “Advanced Systems and Network Environment” (110 cum laude),</b><br>Università degli Studi del Piemonte Orientale Amedeo Avogadro<br>Via Duomo 6, 13100 Vercelli (Italy) | ISCED 5A |
| 2001–2004 | <b>Computer Science 1st Level Degree (110 cum laude)</b><br>Università degli Studi del Piemonte Orientale Amedeo Avogadro<br>Via Duomo 6, 13100 Vercelli (Italy)  | ISCED 4A |
| 1996–2001 | <b>Scientific high school degree (82/100)</b><br>Istituzione Superiore C. Balbo<br>Via Galeotto del Carretto 3, 15033 Casale Monferrato (Italy)   | ISCED 3A |

PERSONAL SKILLS

**Mother tongue(s)** Italian

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	C1	B2	B2	B2
German	A1	A2	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

**Communication skills**

- Good communication skills gained through job experiences with international professionals
- Organization of marketing activities like campaigns, events, telemarketing

**Organisational / managerial skills**

- Business Development
- People Management
- Customer Management
- Project Management
- Technical Leadership

**Job-related skills** My IT professional skills are:

- IT Infrastructure Design and Implementation (On-premise or Cloud)
- IT Project Management and Service Management
- Business continuity, high availability, disaster recovery, backup management, capacity planning, CMDB, service catalog

- Monitoring and Application Performance Monitoring
- IT Security and governance
- Internal and external IT Audit management

My administrative skills related to IT are:

- Annual budget definition
- Management control and performance analysis (costs and revenues)
- Offering and order emission
- Supplier management

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Independent user	Proficient user	Proficient user

Digital skills - Self-assessment grid

- Web and Application Server: IBM WebSphere Product Family, Red Hat JBoss EAP, Apache HTTP Server, Apache Tomcat, Wildfly
- DBMS: Oracle Database, MySQL, MariaDB
  
- Cloud Technologies: IBM Cloud, AWS, Azure, Openstack, OwnCloud
- Container Technologies: Docker, Kubernetes
- Virtualization Technologies: VMWare, Xen
  
- Application Performance Monitoring and Infrastructure Monitoring: Dynatrace, Nagios, Monit
- Log Management and SIEM: IBM QRadar, Splunk
- Data Loss Prevention: Digital Guardian
  
- Programming languages: C, Java, KSH, Bash, Python, Perl SQL, Javascript
- Markup languages: (X)HTML e CSS, XML
- Build & deployment tools: GNU GCC, GNU Make, GNU autotools (automake e autoconf), GIT, SVN, CVS, Jenkins.
- IDE Tools: Eclipse, Netbeans
  
- Operating Systems: Linux, BSD Like, AIX, Solaris, Windows
  
- Office Suite (Outlook, Word, Excel, PowerPoint, Access, Project, Visio, OneNote)
- Collaboration Suites (Skype for Business, Skype, Hangout)
  
- Protocols: TCP/IP, HTTP, DNS, SMTP, IPSEC.
- Security tools: Vulnerability Assessment Tools, Intrusion Detection System, Cryptographic Tools, Firewalling e Masquerading, Antivirus e Anti Spam Tools

Driving licence B

## ADDITIONAL INFORMATION

## Certifications and courses

## Professional certifications:

- ITIL Foundation for Service Manager
- IBM Q1Labs QRadar System Engineer (IBM - 2012)
- IBM WebSphere Application Server, Network Deployment V6.1, Core Administration (IBM - 2009)
- Advanced Security - Penetration Test e Ethical Hacking (Secure Group - 2006)

## Followed professional courses:

- Reply Management Course
- Reply PM Accademy Foundation
- IBM SoftLayer Solution Design
- CISCO Network Accademy (CISCO - 2005)
- Sun Solaris 9 System Administration (Sun Microsystems - 2004)
- Sun Java Programmer (Sun Microsystems - 2004)

## Followed language courses:

- goFLUENT Telephone Course (goFluent - 2012)