DIGITAL WORKPLACE MANAGER & INNOVATION

MATTEO FILOSA

Via ****** WEB VERSION – PRIVACY ******
+39 ****** WEB VERSION – PRIVACY ******

COVER LETTER

Dear,
As a Digital Workplace manager and passionate about IT, I can bring knowledge, experience, and skills acquired across the years to the Digital Workplace / Infrastructure open position. I have 10+ years of experience in IT operation, project execution and team management.

In my current role as Digital Workplace / Infrastructure & Innovation Manager at Falck Renewables SpA, I manage a team that is in charge of operations and the management of many different and complex projects.

I am dedicated to constantly growing and improving my skills. I regularly follow various training courses to increase knowledge and stay up to date on the latest news and cutting edge, innovative solutions. I admire the company emphasis on teamwork and collaboration — two elements that I also highly value.

Thank you for taking the time to review my application.
I would be happy to deepen my experiences and skills. Please feel free to contact me via phone or email.

Thank you

Matteo Filosa

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ABOUT ME

I have 10+ years of experience overseeing the operations of IT business systems, I think the skills I've acquired through this experience make me a great fit for IT Role.

My professional experience includes diagnosing and addressing complex IT issues, maintaining the highest level of all IT service and educating colleague on the latest technology or solutions.

Over the years I have consolidated a strong background in Designing and implementing various IT projects.

SOFT SKILLS

Good communication skills and group interaction. Excellent inclination to interpersonal relationships, aptitude for teamwork in environments where there is a real possibility of professional growth thanks to the exchange of know-how.

Good experience in managing people and projects, excellent problem-solving and information processing skills. Ability to work in situations of prolonged stress due to time-critical projects.

EXPRERIENCE

Head of Digital Workplace & Innovation
05/2021 - Today
Falck Renewables SpA, Sesto San Giovanni, (MI)
Manage Digital Workplace transformation projects, spread and manage Innovation – Organize and manage first Corporate Open Innovation Program

Head of Digital Workplace
06/2018 - 05/2021
Falck Renewables SpA, Sesto San Giovanni, (MI)
Manage Digital Workplace transformation project and operations. Setup roadmap for workplace culture

IT Specialist
03/2016 - 06/2018
Falck Renewables SpA, Sesto San Giovanni, (MI)
Manage physical and virtual infrastructure for the entire Group worldwide.

IT System Integrator
01/2014 - 03/2016
Brain System Srl - Dalmine (BG)
Consultant for Falck Renewables SpA & Senior System Administrator

IT System Engineer
08/2013 - 01/2014
EidosMedia SpA – Milan
Server and systems management of the most important world newspapers

IT System Administrator / Helpdesk I and II level
09/2011 - 08/2013
Dadonet Sas – Treviglio (BG)
1st and 2nd level HelpDesk Support – System Administrator – Consultant for different customers

DIGITAL WORKPLACE MANAGER & INNOVATION

M A T T E O F I L O S A

TECHNICAL SKILLS

Project Management

Time Management

IT Security

IT Monitoring Platform

ITSM Tool & Process

Dashboard & KPI Analysis

Supplier Management

Infrastructure – Virtualization

Infrastructure – Op. System (W/L)

Infrastructure – Networking & Firewall

Infrastructure - Storage

Infrastructure – Cloud Azure

Infrastructure – VoiP and PBX

Workplace – Office 365

Collaboration

Leadership

Problem Solving

Agile Management

Innovative Mindset

PROJECT EXPERIENCE

Workplace Transformation

Migrated more than 700 devices to a full cloud-based infrastructure on Microsoft Intune. This project helped our business remote offices to have OTA updates even if the Office wans't directly connected to the main infrastructure

MEA Application

I've followed this project to create a multi platform mobile application with the aim of having one interface for the most used end user enterprise applications. This application represents the mobile front end connecting various existing enterprise application (e.g. desk booking, ERP invoice and purchase request, clock in/out, ppe request and much more)

Operation KPI & Business KPI

I've followed this project to create a PowerBI dashboard for analysing the service KPIs in real-time for the IT operations function. This PowerBI dashboard automatically syncs all data to calculate KPI directly from the ITSM tool. In additions I've followed this implementation of a Business KPI dashboard aimed at monitoring e.g. process timing, project costs, budget analysis and much more

Digital Training Program

In the era where digital is becoming more and more important I have implemented Digital Skills mapping platform. I have organized an hackaton with the aim of creating a group of colleagues engaging them in competitive activities.

Operations Transformation (Data Center & ITSM)

I've followed this project aimed at changing the Outsourcer and migrating all the old infrastructure in distributed data center (Hybrid Equinix environment with VMware NSX) through the new implementation of ITSM processes and tool.

Modern Collaborations

I've followed this project which consisted of migrating 800+ users with different PBX systems spread in EMEA + APAC to Microsoft Teams PBX with SBC infrastructure and Twilio as VoiP provider. In this project I've also followed the re-design of entire physical meeting rooms.

You can find all the updated project list here: www.filosa.eu

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LANGUAGES

Italian: Mother tongue

English: Fluent

Spanish: Basic

REFERENCES

ZeroUnoWeb - Sistemi informativi e line of business, come collaborare al meglio grazie all'Hybrid cloud It

Read More

INTERESTS

Biking   Travelling   Music

Fun   Cinema   Swimming

EDUCATION

AICA Master – 2021 – IT Leader of Tomorrow

I've attended the AICA master where the main CIOs of Enel, Esselunga, SEA Milano, Mondadori, Prysmian and A2A lead the participants to become the CIO leader of the future
Group: Dai Silos Alla Platform – C. Bozzoli - Enel

PRINCE2® Foundation Certificate

PeopleCert

Certificate Number: GR656019596MF
Candidate Number: 9980028194253496
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High school diploma in computer science

ITIS G. Marconi - Dalmine (BG)

IT Specialization