Enzo Piccolino
VoIP Support engineer

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Valid driving licence

Diplomas and studies

20011/2014	**Engineering school in computer network and telecommunication**, INSA Lyon (France).
2012/2013	**Erasmus Computer science**, *1 year*, Lulea tekniska universitet (Sweden).
2009/2011	**D.U.T Network and telecommunication**, *IUT 1 Grenoble (France)*.
2007/2017	**Ski instructor degree**, *ENSA*, Chamonix (France).

Professional experiences

Current 2020 - Now	**Support engineer**, *Full time*, Wildix, Remote office only. Tickets, formations, calls
2 years 2018 - 2020	**Team leader + Support engineer**, *Full time*, Xivo, Lyon + Remote. Reponsible + tickets
1 year 2017 - 2018	**Support engineer**, *Full time*, Xivo, Lyon + Remote. Reponsible + tickets
2 year 2015 - 2017	**Team leader**, *Full time*, Econocom, Lyon. Lead a team of 4 persons to declare 4G
1 year 2014 - 2015	**Gap year**, *Seasonal job*, Tourguide in Norway, Ski instructor in France,Waiter in Iceland. - Tourguide in Norway - Ski instructor in France - Waiter in Iceland –> Truely developed my customer oriented way of thinking

Knowledge/Skills

Networking & Telecommunication

VoIP	SIP, WebRTC, RTP, Xivo, Wildix, yealink, polycom, aastra
Basics	DHCP, DNS, ARP, SMTP,
Complex	QoS, RealTime, RTP, STUN, ICE, iptables, TLS
Tools	Wireshark, sngrep, Firewall, Switch, Routers

System

Unix	Debian, apt, top, iotop, CPU, disk, RAM,
Debug	Top-down/Bottom-up, Documentation, Cause-effect tab

Human

Management	DISC, Autnomy, Maestry and purpose.
Formation	Lecture, Lab, Exercices

Language

French	Mother tongue	*Born and raised in France*
English	Fluent	*TOEIC score : 900*

Hobbies

Sport	Reached the status of a high level ski athlete but got badly injured, Hiking, moutainering.
Volunteer	Be a phösare (volunteer at university) to receive exchange student from all countries.