Massimiliano Pappadia

https://massi.net • massimilianopappadia@gmail.com • +1-514-586-5906

Experience

Technical support specialist, Lenovo
Morrisville, USA (Remote from Montreal, Canada)

Sep 2021 – Oct 2023
(2 years)

» Bilingual (French/English) in Premier Support
» NA Recognition award
» Developed automation tools in JS and AHK
» High volume queue (+12 calls/day)

Light board operator, Le Rouge Bar
Montreal, Canada

Jan 2019 – Sep 2019
(9 months)

» Live lighting coordinator
» Onyx Obsidian Control Systems fixture patching
» Hardware installation and maintenance

Audio-visual technician, Groupe Paradoxe
Montreal, Canada

Mar 2018 - Sep 2018
(6 months)

» Emploi Québec internship
» Hardware delivery and installation
» Event stage and scene mounting
» IATSE 56 membership

Video game QA tester, Enzyme Testing Labs
Montreal, Canada

Nov 2016 - Mar 2018
(1y 8 months)

» Warner Bros. Games Studio
» Generate bug reports in JIRA
» AAA game titles

IT certifications

CompTIA Network+
July 2021

» Code: JRMZDXSH9HV1139Z
» Candidate ID: COMP001021835965

CompTIA A+
April 2021

» Code: DPFK54ZHSDEEQKG9
» Candidate ID: COMP001021835965

Education

Independent student, Sapienza Università di Roma
Rome, Italy | *Mar 2020 - Dec 2020 (10 months)*

» Cyber Security
» Computer Science
» Credits only

Independent student, John Cabot University
Rome, Italy | *Sep 2019 - Dec 2019 (4 months)*

» Prerequisites

Independent student, Concordia University
Montreal, Canada | *Jan 2016 - Apr 2016 (4 months)*

» Prerequisites

Secondary school diploma, Loyola High School
Montreal, Canada | *2011*

Primary school, Académie Michele Provost
Montreal, Canada | *2006*

Skills

Language
» English (fluent native)
» French (fluent)
» Italian (conversational)

» HTML / CSS (strong)
» AHK (strong)
» JS (novice)

Windows 10/11
» Configuration
» Troubleshooting
» Traditional deployment

IT hardware
» Installation
» Maintenance
» Cable management

Web development
» Site hosting
» Chrome dev tools
» Chrome/Edge extensions

Automation
» Web scraping
» Macros

Interests

IT
» Endpoint administration
» Windows deployment
» Linux networking
» IT security
» Virtualization

General
» Event lighting
» Retro gaming
» Weight lifting
» Long distance running
» Frisbee