Massimiliano Pappadia

https://massi.net • admin@massi.net • +1-514-586-5906
English (fluent native) • French (fluent) • Italian (conversational)

Technical skills

Hardware

» **Workstations**, **servers**, **custom builds**, **peripherals**, **I/O device** installation, assembly, upgrade, retirement

» **Rack mounting** and **structured cabling** for networking equipment, DVRs, IP cameras, IP phones and conference rooms

» **Hyper-V**, **VMWare**, **Azure** and bare metal deployment of Windows and Linux operating systems

Software

» **Active Directory** domain services, RBAC, OU, GPO

» **Winget**, **Chocolatey** package deployment and scripted configuration

» **RAID, Veeam** backup and restore, **GNU ddrescue** data recovery

» **Microsoft Dynamics 365** CRM, **JIRA** database

» **HTML/CSS/JS** development, **Git** version control

» **Chrome dev tools** web scraping, **AutoHotKey** macros and automation

Networking

» **VPN** access with Tailscale, OpenVPN, and Fortinet hardware

» **LAN** design and addressing schemes

» **Windows Server** DNS**,** SMB, iSCI, RDP, FTP, IIS, SSH, DHCP, WSUS

» **Linux** BIND DNS, Samba, SSH, Sendmail, Apache

» **Cisco IOS** VLAN, DHCP,

» **Web hosting**, domain registration, front-end web design

» **Nmap** network scanning, **Metasploit** security testing

IT Certifications

CompTIA Network+ *July 2021*
» Candidate ID: COMP001021835965

CompTIA A+ *April 2021*
» Candidate ID: COMP001021835965

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

Crew member, McDonald's Canada
Montreal, Canada

Sep 2014 - Aug 2015

11 months

» Kitchen crew
» Lobby

Education

Network administration and Support, Dawson College

Montreal, Canada | *Feb 2024 - Mar 2025 (13 months)*

» AEC program

Independent student, Sapienza Università di Roma

Rome, Italy | *Mar 2020 - Dec 2020 (10 months)*

» Cyber Security credits
» Computer Science credits

Independent student, John Cabot University

Rome, Italy | *Sep 2019 - Dec 2019 (4 months)*

» Computer Science prerequisites

Independent student, Concordia University

Montreal, Canada | *Jan 2016 - Apr 2016 (4 months)*

» Geography credits

Secondary school diploma, Loyola High School

Montreal, Canada | *2011*

Elementary school, Académie Michele Provost

Montreal, Canada | *2006*