Curriculum Vitae
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PERSONAL INFORMATION Manuel Piacenti

📍 Empoli (Italy)

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✉️ manuel.piacenti@neighborship.it

Date of birth 8 Nov 1991

POSITION Network & Architect Consultant

WORK EXPERIENCE

[Sept 2023-Present] Founder & Network Expert @Neighborship
www.neighborship.it

I offer my knowledge for design and implementation of backbone networks for ISP, MSP, WISP, campus networks, cluster virtualization systems, monitoring systems and much much more.

[Nov 2023-Present] Head of NOC
Zal Telecomunicazioni - Forlì, Via Luigi Galvani 18, 47122 Forlì (Italy) - www.zaltel.it

Network designer and architect of backbone infrastructure, backhauling and access network. Trainer and support department assistance.

[Jan 2018-Aug 2023 ● 5 y 9 m] Network Operations Center Engineer & Network Development Engineer @NOC
Time-net S.p.A. - Via G. Di Vittorio 8, 50053 Empoli (Italy) - www.timenet.it

Network development and troubleshooting. Supervisioning and monitoring of backbone, backhauling and access network. I support assurance and provisioning processes.
During 2019 I worked on a specific project on network security to protect both individual customer circuits and to protect the entire backbone infrastructure from possible DDoS attacks, implementing defense tools and scrubbing centers.
Expertise in Cisco IOS-XE, IOS-XR, BGP, OSPF, STP, MPLS/VPLS, all L2 & L3 protocol.
I'm learning deployment of a docker infrastructure, kubernetes container orchestration, proxmox VE and FRRouting. I'm learning Ansible for network automation.

[Jun 2013-Dec 2017 ● 4 y 7 m] Network Engineer @NOC
Unidata S.p.A. - Via A.G. Eiffel 100, 00148 Rome (Italy) - www.unidata.it

As a member of a ISP NOC team my duty is to analyze, design and develop end-to-end network solutions for the customers based on their specifications and business needs, analysis, design and implementation improvements on the Layer 2-Layer 3 ISO/OSI backbone network, troubleshoot fiber optics connectivity, maintenance of the backbone Switches and Routers.

Management and monitoring of a large Layer 2-3 backbone network where running protocols and services such as xSTP, ERP, MRP, OAM, PBB, VRRP, HSRP, Radius, Tacacs++, VPLS, MPLS, iBGP, eBGP, OSPF. Knowledge base of Windows Server 2012 R2 and VMware.

Advanced configuration knowledge of branded device: Cisco Switches and Routers, Cisco ASA firewall by CLI or ASDM, H3C, HP, Brocade, DELL, Extreme Networks, ZTE, Alcatel Lucent's, MikroTik, Thomson, FRITZ!Box, Patton, Ubiquiti, Cambium, Linkra and SICE radiolink IP.

Advanced ability to configure and maintenance ASA Firewall, HP Virtual Firewall, create and apply ACL's security policy, QoS, excellent knowledge of monitoring tools such as Solarwinds, Nagios and Zabbix. Advanced ability to use Atlassian's tools, such as Jira and Confluence.

2nd level Help Desk and troubleshooting any kind of connectivity xDSL, WiFi, FTTx and in particular all types of FTTH architecture such as P2P, P2MP and PON (ability to use OTDR, power meter).

COURSE TRAINING & CERTIFICATIONS

[2023-2024] Expert training communication, leadership and time management

[2022] BGP Professional Namex School of Advanced Networking

[2020] Advanced training communication, leadership and time management

[2020] Training MPLS/VPLS

[2018] Training Cisco CCNP Route 300-101

[2018] Basic training communication, leadership and time management

[2016] MPLS and Traffic Engineering

▪ Label binding and label switching
▪ LSP, MP-BGP, L-ARP, LDP
▪ Cisco Express Forwarding
▪ MPLS-TP, OAM, MPLS-TE
▪ VPN MPLS (VLL, VPLS, VPRN)
▪ QoS and TE aspects of MPLS, RSVP-TE

[2013] CCNA Certified (640-802) - ID#CSC012302242

[2012] LPIC 1 Exam 101 Certified (117-101)

[2012] Oracle Solaris Certified Associate (1Z0-876)

[2011] European Computer Driving Licence ECDL Certified

[1999] Computer technician in MS-DOS Certified

EDUCATION

[2012-2013] Vocational Master, Networks and operating systems
Elis ict Academy, Rome (Italy) www.elis.org/

Oracle Solaris 10, Linux Professional Institute Certification (LPIC-1), Cisco Certified Network Associate (CCNA R&S), Microsoft Windows Server 2008 R2, Project Management (PMI), Information Technology Infrastructure Library (ITIL), Effective Communication and Personal Leadership, Team Building and Time Management

[2011-2012] Department of electronic engineering - University of Rome "La Sapienza"

[2006-2011] Perito tecnico industriale, Electronics and Telecommunications - 87/100 - ITIS "C. Rosatelli"

PERSONAL SKILLS

Mother tongue(s) Italiano

Other language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
B1	B2	A1	A1	B1

English

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
- Excellent presentation and negotiating skills
- Empathic listener and persuasive speaker
- Create and maintain strong relation with our clients

Organisational / managerial skills
- Group facilitation, managing group interactions
- Planning, goal setting, and scheduling, proficiency to prioritize and operate proactively
- Perform and coach others to continuously document knowledge to enable an effective knowledge sharing process and organizational development

Job-related skills
- Combine patience, determination, and persistence to troubleshoot client issues
- Dynamic, results-oriented problem solver
- Easily understand and solve technical problems
- Strong problem-solving and analytical skills
- Troubleshooting equipment or situations

OTHER

Driving license A, B

Hobby/Sports and Interests
Network & IT Technology, Future Technology, Motorally, Dakar, MotoGP.
I love cooking, tasting good wine and travel around the world.
Pilot of CIMR (Campionato Italiano Motorally) and Snowboarder
Learn & Improve, always everyday.