CURRICULUM MARCO SPANU

Personal Information

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Summary:

Experienced IT Manager/Chief Information Officer with a double Degree in Computer Engineering and Science of Communication and Information.
- More than 5 years as Head of IT both in Italian company and international company, both in higher education, luxury, and distribution/retail Companies.
- 6 years managing (Project Manager/Leader) ERP projects with full experience in all the main Business Processes (from PLM to CRM Service) building core models, and "roll-outing" it to the worldwide level.
- 10 years managing Technology Systems, computer and network security, R&D, building legal cybersecurity frameworks
In my experiences as Head of IT I've:
- Built, organized, and managed IT Dept, with experience managing international staffed team and any type of IT Supplier.
- Designed and applied IT strategy accordingly with CEO/DG
- Defined and managed the IT Budget (CAPEX + OPEX)
- Extended ERP organization to the company organization

Certification:

CISM – CSX – ITIL – PRINCE2 – ISO 27001 – VCA-DCV – LS101 – COBIT5 – NSE – AZ 103

European University of Rome - Rome, Italy 2017 - Current

IT Manager – Chief Information Officer

- Head of the IT infrastructure and system information of European University of Rome (Report: General Director)
- Management and coordination of implementation, maintenance and security activities of servers and computer networks
- Collection, analysis and proposal of solutions concerning the University IT infrastructure
- Proposal, implementation and coordination of technological innovation projects to improve efficiency and effectiveness of business processes
- Negotiation with hardware, network and services suppliers to optimize costs and quality
- Definition and management of the Campus IT budget

Louis Vuitton - Rome, Italy - 2014 - 2017
IS&T Specialist

- In charge of the installation, configuration and maintenance of IT equipment, applications and services for Louis Vuitton Italy (Offices and Stores)
- Achieved a high degree of customer satisfaction for over 1000 internal users of this luxury brand, delivering top-notch technical support.
- Extensive experience in the administration, configuration and implementation of servers, networks and applications, completing large projects on time and according to expectations.
- Strong listening skills, understanding and rapid resolution of complex anomalies, performing the necessary tasks, research and implementation of best practices of activity recovery.

Booking.com - Rome, Italy - 2014
Hotel Web Coordinator

- Provided Helpdesk support in updating the website information and adaptation to company policy and guidelines.
- Successfully designed, developed and maintained the web pages of the structures recorded on Booking.com.
- Managed the internal help desk support team and implemented new web support portal to streamline the IT support process.

Doreca Spa, Birra Peroni Group - Rome, Italy - 2011 - 2014
System Administrator

- Provided all levels of technical support to the customers of Doreca Spa leveraging experience in configuring and maintaining both hardware and software systems
- Demonstrated good working knowledge on all levels of help desk support.
- Supported all company professional hardware, software and large-scale networking solutions.
- Consistently delivered an exceptional level of technical support while providing web-based and network solutions involving systems migration, configuration, administration, upgrades and troubleshooting initiatives.

Mercedes-Benz, Daimler AG – Maastricht, Netherlands - 2009 - 2011
IT Support

- Responsible for providing top-notch IT support to the internal customers at the European headquarters.
- Solved a range of external customer IT queries by providing timely and effective outcomes, resulting in a first call resolution of issues.
- Maximized profitability through superior customer service, effective and prompt communication and follow-up on all pending issue with the customer.

Education

Name of Organization:	Universitas Mercatorum - Roma
Title of qualification awarded:	Master's Degree in Management Engineering
Name of Organization:	Universitas Mercatorum - Roma
Title of qualification awarded:	Bachelor's Degree in Computer Engineering
Name of Organization:	University of Rome "La Sapienza" - Roma
Title of qualification awarded:	Master's Degree in Science of Communication
Name of Organization:	ISACA
Title:	ISACA Member Chapter of Rome

Certification awarded

- **CISM Certified Information Security Manager by ISACA**
- **CSX Cybersecurity Nexus by ISACA**
- **COBIT5 Control Objectives for Information Technology by ISACA**
- **ISO 27001 – Information Security Management**
- **Data Protection Officer (GDPR UE 2018) Legal Privacy Specialist**
- **VMware Certified Associate 6 Data Center Virtualization**
- **ITIL Foundation certificate in IT Service Management**
- **Prince 2 Foundation certificate in Project Management**
- **LSI 101 GNU/Linux Certificate Competence All Distro and Linux Environments (RH/Debian)**
- **NSE 4 – Network Security Professional by Fortinet**
- **AZ103 – Microsoft Azure Administrator by Microsoft**
- **AWS Cloud Pratictioner Essentials**
- **Architecting on AWS**
- **Systems Operations on AWS**
- **Security engineering on AWS**

Languages

- **Italian:** Native
- **English:** Excellent (reading, writing and speaking)
- **French:** Good (reading, writing and speaking)
- **Spanish** Good (reading, writing and speaking)

Social Skills and Competencies

- Management, Team spirit, good ability to adapt to multicultural environments; Sense of organization; Excellent experience in project or team management; Problem solving; Excellent costumer facing, communication and rapport building skills