

Carlo Pezzano

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IT Technical Support · Networking · PC Building +39 373 750 3100 · Born 05/02/2005 in Verbania · Italian citizenship

PROFILE

Graduate in Computer Science and Telecommunications, with hands-on experience in computer assembly, configuration, maintenance, and technical support. I have developed foundational knowledge of computer networks, operating systems, hardware, and programming, further strengthened through personal projects using Cisco Packet Tracer, Raspberry Pi, and Tailscale. I am a precise, reliable, and problem-solving-oriented person, with strong organisational and communication skills developed through my experience as a student representative and concierge. Currently interested in further developing my skills in IT, networking, and technical support.

WORK EXPERIENCE

IT Assistant for a Law Firm

01/2020 — present

Freelance, Milan

- Assessed requirements and selected appropriate hardware components.
- Assembled and configured custom desktop computers; installed OS and drivers.
- Performed boot, stability and functionality tests; supported troubleshooting of technical issues.

Concierge

07/2026 — present

Randstad — Top Life, Milan

- Managed keys and controlled access; greeted customers and provided directions.
- Handled reception and front-desk activities with a professional, reliable service.

Volunteering — Summer Camp Counsellor

07/2025

Isola Centro Evangelico, Isola del Gran Sasso

- Managed a dormitory of middle school students (ages 10–14) and daily recreational activities, ensuring safety and well-being in a team of volunteers.

School Representative

10/2023 — 07/2024

ITT-LSA Ettore Molinari, Milan

- Liaison between students and school administration; joined meetings and assemblies, strengthening public speaking; coordinated student initiatives.

EDUCATION & CERTIFICATIONS

ITIS Diploma — Computer Science & Telecommunications

09/2019 — 07/2024

ITT-LSA Ettore Molinari, Milan · EQF Level 4

- Computer systems and networks, software development, IT solutions configuration, technical documentation.

CCNAv7: Introduction to Networks

06/2023

Cisco Networking Academy

- Network fundamentals, Ethernet, IPv4/IPv6, OSI model, basic switching and routing.

IT Essentials

09/2022

Cisco Networking Academy

- Hardware assembly, preventive maintenance, Windows troubleshooting, networking basics.

Java Foundations — Final Exam Award

05/2023

Oracle Academy

- Basics of object-oriented programming and Java syntax.

PERSONAL PROJECTS

Networking Labs — Cisco Packet Tracer

Simulated home/small-company networks with PCs, IP phones and IoT: IPv4 addressing, subnetting, gateways and troubleshooting.

Home Remote Access — Raspberry Pi & Tailscale

Configured a Raspberry Pi with Tailscale for secure home-network access over an encrypted mesh VPN.

SKILLS & LANGUAGES

Technical: Computer systems and networks · Hardware selection and PC assembly · Basic C and Java programming · IT solutions configuration and management · MS Office · Google Workspace · Video editing

Soft skills: Public speaking · Time management · Adaptability · Precision and problem solving · Teamwork

Languages: Italian (native) · English — Listening C1, Reading C1, Spoken production B2, Spoken interaction B2, Writing B2