

SIMONE PELLICCI

Mobile: (+39) 3468505890 | Email: simone.pellicci94@gmail.com | Website: simonepellicci.com

PROFESSIONAL SUMMARY

IT professional with nearly 10 years of experience in system administration, IT infrastructure, and helpdesk support. Over the last 5 years working alongside industry leaders (Valmet, Koerber, DsSmith), I have developed a deep understanding of tissue converting machinery operations and the related business landscape. Currently expanding my technical stack into AI Engineering, actively building local LLM architectures and custom tools to automate knowledge retrieval and enhance problem-solving capabilities.

WORK EXPERIENCE

IT TECHNICIAN — Esobit S.R.L | *Lucca, Italy (01/08/2017 – Present)*

- **Valmet (Mar 2021 – Present):** L1 and L2 Helpdesk supporting 800 users. Managed and supported 2 major IT migrations. Acquired a strong understanding of the tissue converting business and machinery operations. Responsible for workstation setup, mobile device management via Intune, Azure administration, Streamline print server maintenance, and resolving support requests via ServiceNow.
- **DsSmith, Koerber, Cisanello & Santa Chiara Hospitals (2019 – 2021):** External consultant providing L1 remote/onsite support. Gained initial exposure to the tissue industry dynamics at Koerber (formerly Fabio Perini) and DsSmith. Managed Exchange, Domain Controllers, DNS, databases, antivirus (Symantec, Fortinet), and backups (Acronis, Veeam). Supported Zucchetti/Caba hardware.
- **Municipality of Montecatini Terme (2017 – 2019):** IT support and workstation setup for 230 employees. Administered Exchange, Domain Controllers, Symantec antivirus, and "Sicraweb" Java application. Managed firewalls (WatchGuard, Fortinet), radio links, Kronos systems, and backups.

IT TECHNICIAN — NB COMPUTERS | *Lucca, Italy (15/02/2016 – 01/08/2017)*

- **Hardware & Software:** Diagnostics, component replacement (including motherboard capacitors), adware/spyware/virus removal, driver updates, and repair of laser, inkjet, and Zebra printers.

PAINTER & MANUAL WORKER | *First Work Experience*

- **Manual Labor:** Gained practical experience in painting, woodworking (furniture and shutters), plasterboard installations, and masonry structures.

PERSONAL AI & TECHNICAL PROJECTS

- **AI Knowledge Engine:** Engineered a personal wiki system utilizing local LLMs and Obsidian to structure, parse, and retrieve over 5GB of technical documentation via RAG (Retrieval-Augmented Generation) architectures.

- **ELIA (English Learning Intelligence Assistant):** Developed a custom web application tailored to monitor and assist with language learning through automated audio and screenshot capture functionalities.
- **Hardware Optimization & 3D Printing:** Enthusiast in building and optimizing high-end PC hardware for demanding AI workloads, alongside advanced proficiency in 3D printing operations and post-processing.

HARD SKILLS

- **IT Operations & Cloud:** Microsoft Azure, Intune, Active Directory, Windows Server, ServiceNow.
- **Infrastructure & Security:** Firewall management (WatchGuard, Fortinet), DNS, Exchange, Backups (Veeam, Acronis, LTO).
- **Emerging Tech & Hardware:** Local AI deployments (Ollama, LM Studio), Hardware troubleshooting, 3D Printing.
- **Industry Knowledge:** Tissue Converting business processes and IT integration.

EDUCATION, TRAINING & LANGUAGES

- **Education:** High School Diploma – Agricultural Expert (Perito Agrario).
- **Ongoing Studies:** AI Engineering study program with *Epicode*; Daily English studies on the *EF English* platform.
- **Languages:** Italian (Native) | English: A2