

# PERSONAL DETAILS :

# Place and date of birth: Rome, 23rd of January 1975

# ADDRESS: Via Firenze 7 Pal.B., Ciampino, 00043 (Rome, Italy).

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# Email adds: [marco.braia@gmail.com](mailto:marco.braia@gmail.com) ; Italian driving license with own car

# COMPULSORY MILITARY SERVICE : Served c/o Rome Fire Department. March 1998 – March 1999.

**EDUCATION / QUALIFICATIONS:**

**JUNE 2011.** Certification course “Mediatore Civile e Commerciale” c/o UNIVERSITA’ TELEMATICA DELLE SCIENZE UMANE NICCOLO’ CUSANO, ex D. Lgs. 28/2010 e D.M. 180/2010.

**March 2004.** Certification course “Paghe e Contributi”, presso Associazione Piccole e Medie imprese Tuscolane e dei Castelli Romani, con sede a Frascati.

**March 2003.** Master in Law “Diritto Economia e Tecnologie informatiche” from Università degli studi di Camerino (Macerata - Italy). Duration: March 2002 – March 2003.

**December 2001.** Italian Degree in Law from Università degli studi di Camerino (Macerata - Italy) in 19th of December 2001.

**July 1994.** Italian equivalent of A-level upper high school from public school called Liceo Scientifico Statale “Vito Volterra” in Ciampino (Rome – Italy).

**WORK EXPERIENCES: (available now)**

**From 03/2014 to 12/2015.**Consultant sales department chairs and office furniture professional in Roma and Lazio

**From 04/2012 To 12/2015. :** Freelance ICT Consultant for B2C & B2B . **SKILLS:** help-desk troubleshooting S.O. Windows 2000, Xp, Win7, Win 8, Win10; HW/SW Installation; Home network set up; Backup operation on digital support. **Webmaster** of these sites: [**www.trovagratis.net**](http://www.trovagratis.net) [**Laviuzza.it**](http://www.laviuzza.it/)and my personal website:[**www.marcobraia.com**](http://www.marcobraia.com)

**From Sept/2006 to Jan/2012.** Permanent Agreement with G.M. SERVIZI S.R.L. as "Information Technology Help Desk Clerk" on Windows suites and applications, resident at client company site **Selex Elsag S.p.A (Finmeccanica Group Company**) **SKILLS:**  help-desk troubleshooting tickets; S.O. Windows 2000, Xp, Win7 according to company policies Installation; HW/SW Installation; Lotus Notes Client; First level TCP/IP protocol Help desk; Domain and company users profiles management (Active Directory, System Center Configuration Manager 07); Remote help desk (by tools Dameware e Teamviewer); Storage management Hardware e Software; First level Help desk on Ricoh network printers; ; First level Help desk video and audio conference system p2p and multi-points (Polycom); Blackberry (client desktop manager Installation, change device).

**From June/2006 to July/2006.** , Freelance Agreement at **ATSNET SERVICES srl.**  **SKILLS:**  accounting back office activities operator (Data Entry) resident at client company site **GMAC ITALIA FINANCIAL SERVICES S.p.A.** (General Motors Group).

**From Dec/2005 to May/2006.** From Freelance Agreement at **B2win spa**.(Gruppo Caltagirone) **SKILLS:** inbound Senior phone-operator/Call center- attendant in B2b automotive services.

**From Jun/2003 to Sept/2005**. Temporary work agreement at **Aci Global s.p.a.** (one of the most famous an well known company in the road-side assistence, Automotive solutions and Automotive aftre-sales services in Italy) located in Via S. Cannizzaro 83/a – 00156 Roma, **SKILLS:** customer care clerk (Break-down services, after-market automotive, after-market assistance) both for domestic and foreign customers .

**From Feb/2003 to Mar/2003.** Stage at Università degli Studi di Camerino, ASI office – ICT Area (100 hrs).

**From 1998 to 1999.** Main editor of the Book "Contrabbassando - Consigli utili per il contrabbassista" - Ed. Millennium Romae; C. 1999.

##### **PC SKILLS:** Operating Systems :Windows ‘9x/00/xp/Vista/Win7, Win8.1; Win10

Microsoft Applications: World, Excel, Power point, Explorer (Web surfer), Outlook express, Microsoft Publisher, IBM AS400 (user) , HTML (Adv. User), Seo search (user).

**expectancIES:**

I would like to find an interesting occupation at a firm based company where I can increase both my professional and knowledge skills and where I can, really, have good possibilities (both economically and professionally) for my career advance

"I grant permission for my personal information to be used, ref. Italian Privacy Law 196/2003"

Ciampino lì, 29 marzo 2016