

Presentation

In the company I work for (company operating in the e-business, hosting and outsourcing market) I had different roles. At the beginning I worked in the customer support department of the company. I had the responsibility of customising of services and of the integration of the customer's infrastructure with the one of the company. In this part of my career I made experiences both on mainframe and workstation hardware and on different operating systems like MVS, VM (for mainframes) and DOS, Windows 95/98/NT, Unix, AIX (for servers and workstations). In addition I make a programming experience with COBOL, PL/1, FORTRAN, C programming languages.

Subsequently, my responsibilities were in the implementation of networking services (SNA, TCP/IP, Internet, Intranet) for the international Network managed by the company.

Therefore I have knowledge of several concerns about firewall, Internet, HTML, Javascript and I had the role of "solution architect" and "project-manager" for e-business, hosting and outsourcing services.

As "solution architect" I interview the customer in order to know all the customer's needs (even the unexpressed ones) and design a technical solution. I ask my specialists for advise in order to produce a document containing the technical solution; this document will be part of the contract the customer will sign. After the contract is signed I have the role of "project-manager" my responsibility is to assure that the service is deployed on schedule to the customer. In this phase I co-ordinate my colleagues activity and maintain myself in contact with the customer in order to assure his satisfaction.

Then I was co-ordinator of a team assigned to EDI projects involving foreign countries and I am consultant for networking projects.

Now I am Service manager for Internet, Intranet and hosting personalized services and I manage the business relationship with our Network Service Provider partners. I also have the responsibility of co-ordination of their installation activity on our customer's sites. In the last period I added the responsibility of the design and cost evaluation of the services to be offered to customers assuming the role of Technical Solution Manager.

Dr. Silvio Boccardi

Personal data

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Studies

Degree in Physics (104/110)
at Università degli Studi di Firenze

Professional experiences

System Engineer (for a Company operating in e-business, outsourcing & hosting services)	Since 1989
• Technical Solution Manager & Network Service Manager	2014
• Networking Service Manager for Network Provider coordination	2004
• Service Manager for Internet, Intranet and personalized hosting services	2002
• Consultant for VPN and Networking projects and co-ordinator of a team involved in EDI services	2001
• Project Manager for e-business projects; in the pre-sale phase I have the responsibility of the design of the solution to be proposed to the customer; in the post-sale phase I am responsible of the co-ordination of the implementation activities of the team involved in the project;	1999
• design and management for telecommunication projects on the SNA, TCP/IP and Internet infrastructure of the company. Projects in EDI logistics area are of primary importance; as Project-Manager I had the responsibility of co-ordination of national and international groups;	1997
• Design and developing of applications for host system and SNA network resources accounting and "reporting" procedures (Operating system MVS/ESA - ISPF/PDF);	1996
• Design and developing of a file-transfer server for LAN clients;	1996
• Design and developing of automatic unattended file transfer control program using remote workstation power on (DOS and UNIX operating systems);	1995
• Customer support and implementation of satellite data broadcasting projects;	1994
• Customer support and implementation of network interconnection projects for value added services;	1989

Post-degree education

Institute	Course	Date (dd/mm/yy)	Duration (days)
IBM	CB100 - SNA Communication System	11/05/90	3
COREP	Software Engineering	18/06/90	6
IBM	CB290 - X.25 recommendation and SNA networks	25/09/90	4
COREP	Telecommunications	01/10/90	8
COREP	Expert systems	22/01/91	4
COREP	Statistics	16/04/91	6
IBM	CM2AS AS/400 System - communications	22/05/91	2
IBM	CM3AS AS/400System - communications 3rd module: Host connections	16/09/91	2,5
COREP	Economics	21/10/91	7
IBM	FE230 Project management and controls	01/11/91	2
COREP	Data base	30/03/92	6
IBM	Applications developement and maintenance - the AD/CYCLE role	01/05/92	1
IBM	SC001 introduction to the client/server open systems	08/05/95	1
IBM	SC010 Application developement in the client/server open systems	09/05/95	2
IBM	FM040 Customer approach and personal quality	04/11/96	3
Interno	Quality in the server applications	28/11/96	2
STAF	Selling techniques	15/04/97	3
Interno	Windows NT	18/11/97	2
Eurix	TCP/IP architecture and protocols	28/09/98	3
IBM	IPSS/GOM International application	29/10/98	2
IBM	IN030I - Networks protection and Internet security in the electronic commerce era	25/11/98	1
ATEL	Introduction to Firewall-1 version 4.0	30/10/99	3
ATEL	Advanced Firewall-1 4.0	02/11/99	2
	Checkpoint Certified Security Administrator n. A 0040013	02/11/99	
IBM	A4928&DE5M e-business hosting services	26/09/00	3
Consulman	The project management	27/11/01	3
IBM	NR450IT Introduction to security and Virtual Private Networks	30/05/02	2
ISVOR	Communication skills for the customer service	17/01/06	1,5
ISVOR	Critical issues management	24/10/00	1
NCP-Italy	IPV6 and the new Internet challange	10/05/12	2

IBM Workshops

- in Warwick about satellite communication services May 1994 (1 week)
- in Uitoorn about satellite communication services April 1995 (1 week)
- in La Hulpe on Internet and multiprotocol network services February 1996 (1 week)

Known languages

Italian: mother language

English: good written and spoken level

Language courses

Institute	Course (final level)	date	duration	Final exam
Oxford Centre	Intermediate	24/7/1990	90 h	74%
Oxford Centre	Intermediate	1/7/1991	80 h	83%
Inlingua	High Intermediate	5/6/1997	90 h	85%