

SALVATORE BEVILACQUA

IT SUPPORT SPECIALIST · M365 & Cybersecurity · L2/L3

CONTACT

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Valencia, Spain
NIE | Italian Citizenship

EDUCATION

PCEP™ – Python Programmer

Python Institute | 2024

Diploma in Software Dev.

Code Institute | 2020–2021

Additional Training:

- ITIL Foundation (self-study)
- AWS Cloud Practitioner
- Cybersecurity (best practices)

TECHNICAL SKILLS

IT Support & Systems

- Windows, macOS, Linux
- Active Directory
- Full Microsoft 365 stack
- GLPI, JIRA, Confluence
- Remote and on-site support
- IT asset management

Automation & Scripting

- Python (scripting, automation)
- Bash, PowerShell (basic)
- Docker, Git

Cloud & Security

- AWS (EC2, S3 — concepts)
- Cybersecurity & GDPR
- ESET endpoint security
- Cisco VoIP (IVR, hunt groups)

Collaboration Tools

- Microsoft 365, Google Workspace
- Slack, Zoom, Confluence

PROFESSIONAL SUMMARY

IT Support Specialist with 5+ years of experience in technical support, infrastructure management and cybersecurity in regulated international environments. Demonstrated experience in incident resolution, access management and maintenance of Windows, macOS and Linux systems. Fluent English (C1+) and native Italian, with experience supporting multinational teams and clients across Europe.

WORK EXPERIENCE

Pharmaconex LTD | Dublin, Ireland (Remote)

IT & Cybersecurity Support Specialist *January 2021 – December 2025*

- Sole owner of the IT infrastructure: management of endpoints, servers and networks for an internal team of 12 people and a broad base of external clients (independent pharmacies and chains such as Boots and Clarity).
- Full administration of the Microsoft 365 tenant: Exchange Online, Teams, SharePoint and Entra ID, including user, group and permission management.
- Cybersecurity oversight: data protection with ESET, RBAC access control, security incident response and GDPR compliance.
- Primary contact for third-party vendors: coordinating updates, resolving incidents and managing SLAs.
- IT asset lifecycle management: inventory, provisioning, decommissioning and renewals.
- Automation of routine tasks via Python scripts to improve operational efficiency.

Cook Medical Europe | Limerick, Ireland

Technical Support Representative *March 2019 – May 2020*

- Hospital account management: handling enquiries and coordinating surgical device orders, with a focus on customer satisfaction and on-time delivery.
- Technical product issue resolution for medical staff, acting as the contact point between client and internal technical team.
- Onboarding of new hires and standardisation of internal support procedures.

UPS | Dublin, Ireland

Enterprise Credit Controller *February 2017 – February 2019 (Promoted June 2018)*

- Financial support management for Philips accounts across Europe: resolving invoicing discrepancies and handling high-priority escalations.
- Key operational contact using SAP and proprietary tools, with effective communication with international stakeholders.

LANGUAGES

Italian Native **English** Advanced (C1+) **Spanish** Actively learning

French Conversational (B1)

LINKS

LinkedIn [linkedin.com/in/salvatore-bevilacqua](https://www.linkedin.com/in/salvatore-bevilacqua)

Portfolio salvatorebevilacqua.com