

ALESSANDRO ZACCO

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Rome, Italy · remote-friendly

// PROFILE

Computer engineer, **BSc in Computer Engineering (L-8), final grade 99/110**. Over seven years in enterprise IT: observability for distributed platforms on the **Dynatrace APM** stack in multi-tenant contexts (Banco BPM, Lottomatica, INAIL, TIM), container orchestration with Kubernetes, CI/CD, Infrastructure as Code and SRE practice. Observability-first approach: measure, then automate.

// EXPERIENCE

DevOps Expert Engineer Apr 2024 – today

SORINT.Lab — client Banco BPM · Remote

- End-to-end automation and observability for enterprise platforms (Dynatrace APM, APIs, DevOps)
- API automation with Postman and Dynatrace; full APM integration across multi-tenant infrastructure
- CI/CD pipeline optimisation; Kubernetes environments with automated deployments

Application Operations Specialist Apr 2022 – Apr 2024

Lottomatica · Rome, hybrid

- Monitoring of business-critical applications with advanced Dynatrace solutions and APM metrics
- Fully automated deployment pipeline; advanced alerting; second-level system operations

IT Governance Consultant Oct 2019 – Mar 2022

Philmark Group — client INAIL · Rome

- End-to-end observability with Dynatrace; automated Dynatrace–ServiceNow integration
- Proactive monitoring with Nagios and custom alerting supporting operational decisions

System Operations Specialist May 2019 – Oct 2019

Best Engage — client TIM · Rome

- Linux/Windows Server administration and network services (DNS, DHCP, AD, LDAP)
- Maintenance and patching automation via Bash/PowerShell

Technology Analyst Dec 2018 – May 2019

Accenture · Rome

- Unix/Linux and Windows Server administration; monitoring with Nagios and Dynatrace
- Operational task automation with Bash scripts and DevOps tooling

// EDUCATION & CERTIFICATIONS

BSc in Computer Engineering · class L-8, 3-year degree · 2026 — thesis: "AI & Computer Vision for Security" 99/110

Splunk — 19 credentials

Observability Cloud, APM, RUM, Infrastructure & Synthetic Monitoring, Log Observer, On Call, REST API; Accredited Distribution Sales Engineer.

The Linux Foundation — 7 courses

Kubernetes (LFS158), Serverless on K8s (LFS157), DevOps & SRE (LFS162), Jenkins (LFS167), Linux (LFS101), Cybersecurity (LFC108), 5G (LFS111).

Cloud, security & other

Microsoft Copilot for Security · Google Analytics · ISO/IEC 27001 Information Security Associate · Cyber Security Awareness · ENAC Remote Pilot licence.

// SKILLS

Dynatrace APM

OneAgent, distributed tracing and OpenTelemetry, log analytics, dashboards/SLOs/alerting, management zones and tag governance, Dynatrace API + Postman, Managed & SaaS.

DevOps & SRE

Kubernetes, Docker, GitHub Actions, GitLab CI, Terraform, Ansible, ArgoCD/GitOps, incident management & MTTR, ServiceNow, Python, Bash.

Systems & Cloud

Linux RHEL/Ubuntu, Windows Server & AD, AWS, Azure, networking (DNS, DHCP, VLAN), Prometheus, Grafana, Nagios/Zabbix, VMware, Hyper-V, hardening.

// SELECTED PROJECTS

Moviary [moviary.app](#)

My own product: a film and TV series diary, web + mobile, conceived, built and operated end-to-end. Next.js 15, Supabase (PostgreSQL + RLS), Expo/React Native, push notifications, Dynatrace RUM, deployed on Vercel.

Dynatrace — automated provisioning

Python + Dynatrace API automation for dynamic host shutdown/restart and full provisioning via API: licence (DPS) cost reduction >40%.

GitOps & Service Control Room

Declarative infrastructure with ArgoCD (rollback <30s, zero drift) and a centralised Prometheus/Grafana/Dynatrace control room cutting MTTR by 60%.

I authorise the processing of my personal data pursuant to EU Regulation 2016/679 (GDPR).