

# Cover Letter

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## Cover Letter

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**For a smoother reading experience, this letter has been formatted under a few sections.**

### Education

I am currently studying for a Bachelor's Degree in Cyber Security (Computer Systems and Networks Security) at the University Of Milan.

The course is fully remote with the exception of the course exams, which I must take in Italy. You can read more info in English about the course [on the official website](#):

I have an IT related high school diploma.

At school I studied the basics of OOP and Java, Front-End Development, Graphic Design and IT Assistance.

I explored such topics through school work experiences and personal projects.

During my school studies I was leading a non-profit course called ABC Digital.

It was aimed at the elderly, teaching them how to use Android, Windows and the main functions of the Google Suite.

### Back-End Development

I am a software developer. I previously worked - as arbeidstrening - on the software ValveWatch developed at MRC Global.

I program in C++, I use QT as my IDE, OracleSQL, GitLab and Atlassian Suite for team work.

During my previous project at MRC Global I worked on the parsing of data files from a local client to a Oracle database.

While working on our code base, I paid special attention to properly documenting my work over Confluence (Used for our problem solution database and as an internal Wiki).

Sharing knowledge is essential to help each other while troubleshooting problems.

### Research&Development

I had a second project at MRC Global in the R&D field.

One device suffered from overheating issue and would cause a decrease in its life expectancy.

I have been researching its cooling properties and afterwards brainstorming/designing solutions to this

overheating problem.

I set up my own test cabinet and designed an action plan under supervision of my tutor. Unfortunately I had to prematurely interrupt this arbeidstrening due to my University studies.

## Front-End Development

WordPress, Elementor and WooCommerce are my main tools while working on Front-End web development.

SSL, DNS and HTTPS setup are no hassle to me.

While working for Virtual Nordic, I used Figma to create an UX/UI mock-up of an online store. I created the company's website using the above mentioned tools.

I now am switching to QT Designer due to its integration with QT Creator and their Open Source licensing.

## 1st/2nd Line Support

I have experience troubleshooting Windows, Linux and macOS systems.

I know how to operate a terminal, how networks work, and same for cloud computing (Azure).

I used VMWare, VNC-based setups, AnyDesk and TeamViewer in my previous technical support jobs. I also pay special attention to security and hardware/software diagnosis.

Hardware repair is not a problem to me either.

I have over three years of experience in 1st and 2nd line support.

I always enjoyed helping people, I know how to relate to customers that need support and I am flexible on my tasks.

## Graphic Design/Media Creation

I am accustomed with the principal tools of the Adobe suite.

For Graphics Design I use Photoshop, Illustrator and InDesign.

For media creation such as videos I recently switched from Premiere Pro to Da Vinci Resolve. After Effects (where necessary) still is in my pipeline. I have made a video

My art portfolio is visible at [dariopedroni.dev/portfolio](https://dariopedroni.dev/portfolio)

## Conclusions

I am hungry for new experiences in the IT Field and want to enlarge my knowledge, while being able to fund my university studies.

I put passion and emotions into my work so that the end result will be as great as possible.

I am able to communicate in Norwegian (B1), my English is fluent (C1) and I can speak native Italian (C2).

I currently live both in Bergen (Norway) and Milan (Italy).

I am flexible for 24/7 work.

Possible relocation within Norway can be discussed.

Work references can be found at [dariopedroni.dev/cv](https://dariopedroni.dev/cv)

