LORENZO MUSTONE



CONTACT

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Bologna, Italy · own car

mumu.party/en/

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SKILLS

IT support
First-level help desk, ticket and incident management, Microsoft 365, Windows and macOS, domain and SCCM (at work)

Infrastructure
Proxmox VE, LXC containers, ZFS, Linux (Debian), Cloudflare Tunnel and Access, Tailscale, Pi-hole

Automation and monitoring
Ansible, Prometheus, Grafana, Uptime Kuma, backups with vzdump

Programming
Python, C++, Java

Soft skills
Problem solving, flexibility, time management, teamwork and autonomy

LANGUAGES

Italian · native

English · intermediate

PROFILE

Computer science graduate from Istituto Aldini Valeriani, working in IT support for a pharmacy chain. Outside work I build a homelab to learn virtualization, networking, security and automation, with the goal of growing into a systems administrator role. Customer-oriented, I take feedback as a chance to grow and work well both independently and in a team.

EXPERIENCE

IT Helpdesk — Dr. Max Italia

Apprenticeship · April 2025 – present · Bologna, Italy

- First-level technical support (help desk) for pharmacies and company offices.
- Ticket and incident handling and resolution.
- Setup of PC workstations for the pharmacies, domain-joined and managed with SCCM.
- Support in maintaining the network infrastructure and in technology improvement projects.

Help Desk — Dr. Max Italia

Internship · October 2024 – March 2025 · Bologna, Italy

- First-level support for the group's pharmacies, solving hardware and software issues.
- Contributed to the network infrastructure migration and upgrade project for the pharmacies.
- Worked alongside the IT team on daily support and maintenance.

Work placements — Var Group and DiTech

School-to-work programs

- Help desk and ticket handling support; software development and application testing.

PERSONAL PROJECT

Homelab — mumu.party/en/homelab.html

- Proxmox server at home with LXC containers and ZFS storage. Secure remote access with Cloudflare Tunnel and Access, monitoring with Prometheus and Grafana, backups and automation with Ansible.

EDUCATION

Technical Institute diploma, Computer Science

Istituto Aldini Valeriani · September 2019 – June 2024