

Flavio Fisicaro

Business IT Engineer / Technical Support Engineer

SUMMARY

Business IT Engineer and Technical Support Engineer with 4+ years of experience across identity and access management, Google Workspace, device management, IT automation, onboarding and internal support. Skilled in setting up and operating SaaS and endpoint environments, improving IT request workflows, supporting office infrastructure, and collaborating with HR, Security and business teams. Strong background in building scalable onboarding/offboarding processes, administering IdP/IdM platforms, troubleshooting technical issues, and improving internal IT documentation and support quality.

EMPLOYMENT HISTORY

Technical Support Engineer, Ketryx, Vienna

January 2026 - Present

- Set up a new office location for approximately 50 employees within the first 3 months, coordinating internet service provider installation and configuring core network hardware including switches and wireless access points.
- Led the IT setup for Rippling as an identity and device management platform, supporting IdP/IdM configuration and helping migrate HR processes into a centralized employee lifecycle system.
- Implemented a Jira-based ticketing system for IT requests, improving request intake, ownership, tracking and prioritization for internal support from day one.
- Introduced SaaS management tooling through Trelica / 1Password SaaS Manager to improve application visibility, track software usage and support spend optimization.
- Built onboarding and offboarding automations to reduce manual account-management work and standardize employee lifecycle processes across IT and HR.
- Provide daily internal IT support for a 130-person company, closing 300+ tickets in the first 3 months across access requests, account management, troubleshooting and employee support.

Business IT Engineer / IT Help Desk, Bitpanda, Vienna

October 2021 - December 2025

- Promoted from IT Help Desk to Business IT Engineer while supporting a fast-scaling fintech environment over 4+ years.
- Promoted into a JumpCloud architect role and became the main point of contact for JumpCloud-related identity, access and device-management topics.
- Monitored the health of company IT infrastructure and responded to urgent security and access-management related issues across a fast-scaling fintech environment.
- Configured and administered JumpCloud as the organization's Identity Provider, working closely with IT Security Operations on IdP, access and device-management topics.
- Created a dedicated test IdP environment for validating beta features, including endpoint management policies.
- Administered Google Workspace, Cloud Identity and related SaaS platforms, ensuring successful implementation of security updates and configuration changes.
- Provided daily support across macOS, Windows, Linux, Android and iOS, handling a broad range of software and hardware issues.
- Successfully onboarded 200+ employees within a few months, preparing hardware on time and delivering updated onboarding sessions every two weeks.

Details

Vienna
Austria
flavio@fisicaro.xyz

Skills

Rippling
JumpCloud MDM
Google Workspace
GCP & Cloud Identity
AWS
Atlassian Suite / Jira
Windows, macOS and Linux
Python
Bash and PowerShell
SSO integration
Device Management
User onboarding
Customer Service

Languages

English
Italian
German

- Redesigned the end-user setup process and consolidated a Windows imaging/provisioning system, significantly reducing manual device-preparation effort.
- Expanded the internal IT knowledge base with clear guides and policies, reducing recurring support requests and strengthening self-service support.

EDUCATION

Electrical, Electronic and Communications Engineering Technology/Technician

Istituto Savoia Catania - August 2018

Graduated with emphasis in physics, electronics theory and information technology.

PROJECTS

Onboarding of SmartDeploy, Bitpanda

March 2022 - June 2022

Onboarded SmartDeploy to streamline device preparation for new hires, enabling the IT team to support company growth more efficiently.

ADDITIONAL EXPERIENCE

Ecommerce Import/Export Operator, Osaka-shi

May 2018 - Present

Created and operated a small-scale ecommerce portal focused on international trade, handling supplier coordination, product listings and customer communication.

CERTIFICATIONS & COURSES

- JumpCloud certification
- 2021 Complete Python Bootcamp, Udemy
- Google Certified Associate Cloud Engineer Certification Course, Udemy, 2020

Details

Vienna
Austria
flavio@fiscaro.xyz

Skills

Rippling
JumpCloud MDM
Google Workspace
GCP & Cloud Identity
AWS
Atlassian Suite / Jira
Windows, macOS and Linux
Python
Bash and PowerShell
SSO integration
Device Management
User onboarding
Customer Service

Languages

English
Italian
German