



ALESSANDRO BOLLETTA

SYSTEM AND SOFTWARE ENGINEER

CONTACT

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📍 Assisi, Italy

TECHNICAL SKILLS

Rust C++ Node.js
Typescript MySQL
PostgreSQL Docker AWS
MongoDB RabbitMQ Redis
Openresty MS Windows
Linux Ansible Terraform
Kubernetes SDN (Openflow)
Network protocols and OSI stack
Load balancing
Postfix and Dovecot BGP
Golang

SOFT SKILLS

- Positivity
- Leadership
- Public Speaking
- Simplicity

ABOUT ME

My name is Alessandro and I am a System and Software Engineer. As a professional with over a decade of experience in managing and optimizing large-scale infrastructures, I am currently seeking new opportunities in the field of Software Engineering, with a particular emphasis on performance optimization.

Presently, I am dedicating my efforts to mastering the Rust programming language. My expertise encompasses networking, computer graphics, virtualization stacks, database systems, and low-level programming. This wide range skill set enables me to approach software design with a comprehensive perspective, ensuring the development of high-performance, scalable solutions.

EXPERIENCE

Sr. Site Reliability Engineer Docebo Inc. Aug 2022 – Current

- Delivered on-call support for Elite customers in a global, English-speaking team driven by Google's SRE principles, under the leadership of a former AWS Manager. Provided 24/7 support across all time zones, with deep knowledge of the SRE guidelines from the Google workbook at sre.google
- Owned the Incident Manager role for Key Event Management and Incident Response. Successfully offloaded 50% of escalations to the Software Architecture team, achieving a significant milestone during the team's setup phase
- Created and implemented the "Improvement Proposal" model, enabling my team to present infrastructural enhancement proposals to the Infrastructure and Software Architecture teams. Ensured proposals were driven by best practices, historical data, and evidence
- Automated incident management processes using PagerDuty, saving up to 60% of time by automating the generation of war room and tracking documents (Zoom call with recording, dedicated Slack private room, SEV1 chat room post, Jira tracking ticket for RCA/Postmortem, and linking to Zendesk tickets if applicable)
- Developed tools to streamline administrative operations across the tenants fleet via AWS SSM, including executing MySQL queries, Docker-based PHP/Yii scripts, tenant discovery, CSV report generation, RDS parameter group management, Redis configuration keys, maintenance mode setup, and syslog log statistics generation

Sole Director Netter srl Jun 2017 – Current

- Backend Software Developer
- Founder, business start-up phase owner
- Research and development activities in the field of Cloud Computing
- Prototyping of computer products with innovative technological items
- Business Model Planning and Product Marketing
- Personnel selection and management of the development team
- Technical activities related to the systems area



LANGUAGES

Italian Native/Bilingual
English Full Professional

INTERESTS

- Computer Science
- Cars and motorbikes
- Politics
- Economics

SOCIAL

 alessandro-bolletta
 alexpacio

- Partnership with the University of Perugia on a PhD program funded through PON funds and aimed at R&D activities related to the development of innovative hardware solutions
- Consultancy activities for medium and enterprise Italian businesses
- Minor DevOps activities and responsibilities

System and Network

Mediaspot srl

Apr 2010 – Jun 2017

Engineer

- Provided consultancy services to SMB and large customers, delivering IT solutions through both on-site and remote engagements
- Specialized in virtualization, TCP/IP networking, and network services, with a particular interest in wireless mesh networks and routing
- Designed and implemented systems using both traditional monolithic architectures and cloud-native approaches, primarily for hosting web applications

EDUCATION

Scientific High School

Convitto Nazionale
"Principe di Napoli"

Jun 2004 – Jun 2009

- Final evaluation score: 80/100
- PET and FIRST certification from Cambridge English

PROJECTS

Netter srl

Jun 2017 – Current

netter.io

- Founded a stealth startup focused on developing a new virtualization stack utilizing Node.js, Rust, and C++ technologies
- Designed the stack to enable comprehensive lifecycle management of virtual machines
- Developed automated procedures for service generation within virtual machines
- Implemented a proprietary, wire protocol-compatible RDP server for accessing VM displays with hardware-accelerated encoding and low latency
- Created a proprietary overlay network technology to simplify and abstract the network layer, enhancing ease of use

Empulse Broadband

Feb 2013 – Jun 2017

- Designed and deployed a carrier-grade wireless mesh network and routing protocols for production use
- Served as the point of contact for LIR Mediaspot at RIPE NCC