

MICHELANGELO DI CROCE

# IT Lead

IT Lead focused on infrastructure, identity, workplace engineering, and internal systems that keep teams fast, secure, and operational.

## LOCATION

Turin, Italy

## EMAIL

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## LINKEDIN

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## EXPERIENCE

### IT Lead

ProntoPro / Armut / Homerun

Jan 2025 – Present

- Own the full internal IT function as sole IT Lead for a 150+ people international company.
- Manage Google Workspace, Slack, IAM, cybersecurity operations, onboarding, offboarding, device lifecycle, and access governance.
- Drive reliability and operational consistency across a distributed workforce with minimal manual overhead.

### Associate IT Support Lead

ProntoPro / Armut / Homerun

Aug 2023 – Jan 2025

- Led workspace migration and internal system unification during a company merge phase.
- Standardized IT operations across teams, assets, and licenses with clearer ownership and tighter controls.

- Expanded internal tooling and no-code automation to reduce repetitive support effort.

## IT Specialist to IT Support Technician

ProntoPro / Armut / Homerun

Jul 2021 – Aug 2023

- Built hands-on experience across end-user support, fleet operations, SaaS administration, and process design.
- Improved day-to-day support quality while building the operational base later used for scale and governance.

### SELECTED WORK

#### Internal Booking System

Built and launched an internal resource booking system used across the company for day-to-day operations.

#### AI Troubleshooting Chatbot

Designed an internal assistant for first-line IT troubleshooting to reduce repetitive requests and speed up issue resolution.

#### MDM and RMM Governance Rollout

Introduced operational standards across macOS and Windows fleets to improve visibility, compliance, and control.

### FOCUS

- IT leadership for distributed teams
- Identity and access management
- Workplace operations and device governance
- Internal tools and operational automation
- Infrastructure ownership across SaaS and cloud systems

## IMPACT

- Single point of ownership for internal IT in a multi-country environment.
- End-to-end management of identity, access, devices, and internal admin systems.
- Operational improvements through automation, tighter governance, and better lifecycle processes.

## CAPABILITIES

### **Leadership & Operations**

IT strategy execution · Operational ownership · Onboarding and offboarding · Vendor and license management · Asset governance

### **Identity & Security**

Google Workspace Admin · Slack Admin · Keycloak · Vaultwarden · Apple Business Manager · IAM governance

### **Infrastructure**

AWS CDK · Fargate · Route 53 · Pritunl VPN · Linux · macOS · Windows

### **Automation & Tooling**

Zapier · Asana · Tactical RMM · Snipe-IT · Miradore · AI tools

## EDUCATION

### **MCI | The Entrepreneurial School**

Master in Management, Communication & IT

2020 – 2021

### **LIUC – Università Cattaneo**

Management Engineering, Manufacturing Strategy

2019 – 2021

### **Politecnico di Torino**

BSc in Mechanical Engineering

## CREDENTIALS



Cybersecurity Tools & Cyber Attacks (IBM)

Technical Support Fundamentals (Google)

Introduction to IT Architecture

Workers' Safety Representative Training

IELTS 6.5

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English: Professional working proficiency

