
IT Director

Performance-driven and accomplished IT Director, with success exceeding growth and profit metrics in challenging and competitive IT business environments

Solutions-driven IT expert, credited with solid experience in IT Infrastructure, management, SaaS solutions and consulting. Proven communication and presentation skills in varying organisational environments with project management, middle management and executive management team members; recognised ability to successfully deliver comprehensive solutions to challenging IT business problems. Track record of engaging with C-Level executives across functional areas, including cybersecurity, BPM, case management, and risk management to educate, market, and ultimately sell total solution platforms. Profit-driven strategist distinguished for leadership and positive attitude. Possess expertise in implementing innovative strategies with keen ability to build business relationships.

Highlights of Expertise

- IT Strategic Planning/Implementation
- Full Life Cycle Project Management
- Digital Transformation
- Exceeding Challenging Sales Goals
- Principle Technical Solutions
- Global Delivery & Contract Governance
- IT Service Management
- Innovative Solutions Development
- Business Development/Competitive Analysis
- Client Satisfaction & Retention
- IT Infrastructure Management
- Business Processes Mapping

Career Experience

I.CON s.r.l. (Software Solutions, 3M€ revenues), Milan Area, Italy

Championed all business process development, project delivery, acquisition, and strategic planning initiatives throughout organisation. Increased company's total revenues by circa 600K€.

VP OF OPERATIONS (2016 to Present)

Effectively lead enterprise class BPM & ECM projects and foster a positive environment by promoting key operating principles, engagement, and talent. Direct all core functions of cybersecurity and propel vision and ideas through seminars and radio interviews. Serve as escalation manager for our top clients to resolve issues within no time or without delay. Author of the cybersecurity book: #ilbersagliosiamoni.

- Spearheaded delivery and support units, including 35 staff members. Improved organisation by attaining over 98% of projects within budgets and time in two years inspired by ITIL and Agile methodology.
- Boosted global company revenues by 8% by on boarding two new important customers and additional 10% upselling on existent clients.
- Reorganised internal processes getting the "On Time & On Budget" projects from 74.4% to 98.6%.
- Doubled the delivery efficiency in two years.

DocFlow Italia Spa (Software Solutions, 11M€ revenues), Milan Area, Italy

Improved overall efficiency, enabling organisation to effectively adapt with new demands in technology and ensuring service management, with an ITIL based model, for over 130 customers.

IT DIRECTOR (2004 to 2016)

- Managed a data center offering IaaS, PaaS and SaaS services to over 100 customers, with 60 VMs.
- Designed and implemented the complete virtualization project of our data center, resulting in a drastic reduction in costs and in a 5 times improvement (from 20 to 4 days) of time-to-market for our SAAS solutions

SERVICE MANAGEMENT DIRECTOR (2004 to 2016)

Directed 12 member team and structured a business unit specialised in cyber security, defining qualified partnership and developing products. Acted as a program manager in important projects involving top customers, such as Order-to-Cash Project for FCA worldwide. Steered P/L management process, monitored human and financial resources, as well as oversaw budgets. Planned and controlled all units and resources in accordance with operating and financial goals, client objectives, and customer needs. Led operations of high-end performance delivery and ensured that services rendered conform to company.

- Established and maintained relationships with a portfolio of over 100 customers, assuring annual renewal of ongoing Service contracts (98% renewed contracts per year in the last three years).
- Directed and managed a total amount of 3M€ contracts and increased by 15% during the tenure.
- Innovated the offering model for service management (introducing the new: DocFlow Customer Experience in 2015), selling new services on existing customers increasing revenue by 15% per year consecutively for two years.

ADDITIONAL EXPERIENCE

Consulting Manager Italia ▪ Executrain Italia Spa, Turin, Italy

Education & Credentials

Politecnico di Milano, Italy

EMBA Strategy and Innovation (2019)

PMI (Project Management Institute)

DEVOPS FOUNDATIONS: LEAN AND AGILE (2019)

APMG International, Rome, Italy

ITIL V3 FOUNDATION CERTIFIED (2012)

Diploma di Maturità Classica, Liceo Classico V. Alfieri, Turin, Italy

Professional Trainings:

Trend Micro Sales Training for Deep Discovery

Microsoft Certified Professional

Microsoft Sales Specialist

CISSP Training Attended

Microsoft Certified System Engineer

Digital Transformation

Microsoft Certified Trainer

Business to Business Sales

Technical Proficiencies: Open Text MBPM, Open Text eDocs, SQL, Exchange Server, OWASP ZAP, Professional Excel and PowerPoint, MS Project, ISO9001, ISO27001, GDPR, BPM, ECM, Networking

Language Proficiencies: Italian Mother Tongue | Good Proficiency in English | Basic French

I hereby authorize the use of my personal data in accordance to the GDPR 679/16 - "European regulation on the protection of personal data".

Signature: 