

# Ugo Micci



## Contacts

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04/05/1973



## Achievements

Improved organization by attaining over 98% (ex 74%) of projects within budgets and time inspired by ITIL and Agile methodology

Wrote the cybersecurity book:  
#ilbersagliosiamonoi

Innovated the offering model for service management by introducing the new: DocFlow Customer Experience (in 2015) and sold new services to existing customers, increasing revenue by 28% in two years

## Professional Summary

- **Manager** with over **twenty-year** experience in **Information Technology** and proven skills in business process management, project & program management, digital transformation and cybersecurity.
- Focused on **achieving results and on internal and external Customer satisfaction, I strongly believe in the win-win approach.**
- **I contribute to the Company's profitability** through the implementation of **innovative strategies**, new technologies adoptions and process review and optimization.

## Work history

**I.CON. Srl - Olidata Group** (Software Solutions, 100M€ revenues)

**SENIOR TECHNICAL ACCOUNT MANAGER** | October 2016 - Today

Effectively lead enterprise class Business Process Management and ECM projects. Front end interface with strategic customers, I follow all the projects introducing, preparing and steering weekly Project Reviews Meetings with clients and suppliers. Serve as escalation manager to resolve issues within no time or without delay. Organize and lead War Rooms.

My main responsibilities include:

- Managing budget and controlling KPIs.
- Preparing offers and negotiating prices.
- Coordinating resources.
- Preparing responses to calls for tenders.

### Pro bono

**Cybersecurity Evangelist** | 2015 - Today

Propelling cyber security vision and ideas through books, seminars and radio interviews.

**DocFlow Italia Spa** (BPM Software Solutions, 10M€ revenues)

**SERVICE MANAGEMENT DIRECTOR** | 2000 - 2016

My main responsibilities included:

- Led operations of high-end performance delivery and ensured that services were compliant with the company operations.

## Achievements

Led 27001 certification for AGID accreditation

Designed and implemented the complete virtualization project of our data center, resulting in a drastic reduction in costs and time-to-market (from 20 to 4 days) for our SAAS solutions

Managed, in 2001, the most important workflow project in Europe: FIAT Order-to-Cash, in which over 50K invoices per day were processed for 800 users

## Skills

SQL, Oracle, BPM, ECM, Networking, Windows Server, Dynatrace, ISO 9001, ISO 27001:2013, MS Project, Visio, Professional Excel and Powerpoint, Access, Python, VBA. HTML, OWASP ZAP, Arachni, Kali, Veil, Metasploit, **CISSP** training, HubSpot, Blockchain  
**Italian: Native speaker**  
**English: Fluent (C1)**  
**French: Basic (A1)**

## Work history (continued)

- Directed a 12-member Service Management team.
- Acted as a program manager in important projects involving top customers.
- Established and maintained relationships with a portfolio of over 200 customers, assuring annual renewal of ongoing Service contracts.
- Directed and managed a total amount of 3M€ contracts.
- Steered P/L management process, monitored human and financial resources, as well as oversaw budgets.

### IT MANAGER | 2004 - 2016

Implemented and managed a Data Center (hosted by Telecom) offering IaaS, PaaS and SaaS services to over 100 customers, with 60 VMs.

Managed, with a 2-member team, the entire company IT fleet (100 users).

My responsibilities included

- Developed relationships with ICT suppliers.
- Ensured "four nines" Data Center service level.
- Was in charge of compliance with SLAs and KPIs control.
- Managed security, including Penetration Tests and Vulnerability Assessments.
- Maintained 27001 and ISO 9001 certifications.

### SENIOR PROJECT MANAGER | 2000 - 2004

Acted as a project manager in important projects involving top customers.

Led the Turin office.

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**ExecuTrain Italia Spa** (IT training)

### Trainer and Consulting Manager | 1995 - 2000

Trainer for Microsoft Official Curriculum courses about Advanced Networking.

Management of all the consultancy projects.

## Education and Certifications

**Executive MBA** Politecnico di Milano, 2019

**Certified Innovation Manager** MISE 2019

**DEVOPS Foundations: Lean and Agile** PMI 2019

**Smart Protection Network & Deep Discovery** TREND MICRO 2015

**ITIL V3 FOUNDATION CERTIFIED** APMG International 2012

## Hobbies and Interests

In my free time, since my adolescence I have been pursuing the following hobbies: reading, ancient books, martial arts, medieval fencing, horse riding (English and Western), finance, music (in particular a couple of years ago I started to learn to play the piano).