

FRANCESCO VELOCCI

St. Louis, MO

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To Reach Goals, Leading Projects with Vision & Long-Term Strategy

Leader - with an entrepreneurial spirit, who designs high standard strategic plans to influence decisions, implement new projects and improve existing ones. Strong talent for strategic operation processes who oversee the work force with care on budget, efficiency and performance levels. Seasoned and highly motivated statistics professional with extensive critical thinking experience. Demonstrated ability to analyze data, find effective solutions, and present results. Curious personality with passion for history research, voluntary consultant for an Italian Parliamentary committee of inquiry and an avid history blogger.

AREAS OF EXPERTISE

✓ C#, Python, R	✓ ASP.NET MVC	✓ Database Design
✓ Data Modeling	✓ Statistics	✓ Business Intelligence
✓ Business Planning	✓ Skilled Report Creator	✓ Business Process Mapping

CAREER HIGHLIGHTS

- An entrepreneurial spirit with the vision to **create a profitable small business** using low budget, networking and an original organizational set-up. Demonstrated strong ethics and dedication to business partners and employees, created strong relationships with customers offering outstanding service.
- Successful led the Claims Office for the **Italian Energy Utilities Watchdog Service**, to include staffing and training the work force (more than 40 employees). Reached challenging performance's levels utilizing effective data analysis techniques, strong interpersonal skills with employees and counterparts, and controlling work and overall costs.
- **Experienced data analyst with statistics education**, dedicated to providing reports with relevant information and accurate analysis that influence and facilitate decision's makers. Keen to improve design data sets and statistics models to obtain essential business information and refine operative process, at all times.

PROFESSIONAL EXPERIENCE

Gusto Gourmet Creamery – St. Louis, Missouri

2012 to 2016

Frozen dessert production company supplying restaurants and other retails establishments.

Owner

- Managed day-to-day operations of food production and sales.
- Maintained meticulous budget and sales records.
- Designed database entity relationship model and queries for integrated inventory, accounting, and business management database.

Acquirente Unico – Rome, Italy

2008 to 2010

Wholesale Electric Company

Manager for the Energy Utilities Watchdog Service

Led the Claims Office; oversaw the hiring process, trained the workforce and set highly efficient processes, performance levels and challenging goals.

- Managed claims office for mediating disputes between consumers and utilities companies.
- Maintained relationship and contact with heads of the utilities' customer care departments.
- Managed workforce and contact center staffing.
- Defined, analyzed, and forecasted service level and performance quality level.
- Designed and customized CRM.
- Forecasted inbound calls and mail on regular days and during TV advertising campaigns and other events.
- Managed contact center budget.
- Reported directly to the director and the CEO.
- Led workshops to train consumer advocacy groups on the rights of customers in the utilities market.
- Interviewed potential employees with HR and made hiring decisions.

Autorita per l'energia elettrica ed il gas – Milan, Italy

2007 to 2008

Italian equivalent of the US Federal Energy Regulatory Commission

Analyst (Consultant)

- Analyzed large amounts of wholesale electricity market data.
- Corrected the algorithm used to simulate wholesale electricity market conditions.
- Made reports that provided data to determine sanctions to the companies that abused their dominant position in the electricity market.
- Participated on the committee for the definition of wholesale electric market competitiveness indicators.

Acquirente Unico – Rome, Italy

2007 to 2008

Wholesale Electric Company

Analyst – Risk Management Divisions

- Analyzed and forecasted wholesale electricity price.
- Analyzed crude oil swap portfolio.
- Managed the swap contract archive (database).

Ina Assitalia – Gruppo Generali – Rome, Italy

2006 to 2007

Insurance Corporate Company

Intern

EDUCATION AND CERTIFICATION

Bachelor of Science in Statistics

Università degli Studi La Sapienza, Rome, Italy

European Union Program

Istituto Superior de Economia e Gestão, Lisbon, Portugal

LaunchCode

St. Louis, MO

ADDITIONAL INFORMATION

Citizenship

United States and Italian

Languages

English, Italian, Portuguese

