

# FRANCESCO VELOCCI

St. Louis, MO

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## *To Reach Goals, Leading Projects with Vision and 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. Expanded scope of knowledge by attending Launch Code and acquiring competence in programming languages. Curious personality with passion for history research, voluntary consultant for an Italian Parliamentary committee of inquiry and an avid history blogger.

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### AREAS OF EXPERTISE

✓ <b>C#, Python, R</b>	✓ <b>ASP.NET MVC</b>	✓ <b>Database Design</b>
✓ <b>SQL</b>	✓ <b>Statistics</b>	✓ <b>Data Modeling</b>
✓ <b>Business Intelligence</b>	✓ <b>Skilled Report Creator</b>	✓ <b>Business Process Mapping</b>

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### 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.
- Successfully 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 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.

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### 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 structure and queries for integrated inventory, accounting, and business management database.

#### **Acquirente Unico** – Rome, Italy

**2008 to 2011**

*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.

## FRANCESCO VELOCCI

### **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**

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## EDUCATION AND CERTIFICATION

### **Bachelor of Science in Statistics**

*Università degli Studi La Sapienza, Rome, Italy*

### **European Union Erasmus Program**

*Istituto Superior de Economia e Gestão, Lisbon, Portugal*

### **Certificate of Completion of LC101 Education Course**

*Launch Code, St. Louis, MO*

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## ADDITIONAL INFORMATION

### **Citizenship**

*United States and Italian*

### **Languages**

*English, Italian, Portuguese*