Gianluca Barsaglini

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PROFESSIONAL SUMMARY

Dedicated IT Professional with robust experience in software development project and operations management, blending technical expertise with strategic business acumen. Demonstrated success in streamlining operations and leading diverse teams, with a strong focus on innovation and results, committed to leveraging knowledge in agile methodologies and data analytics to drive technological solutions and business growth.

WORK EXPERIENCE

Hospitality Corp.   **Toronto, ON**
Operations Manager   *2023 - 2023*

- Operational management and quality control in high season: effective supervision of daily operations during the peak season, ensuring adherence to company standards. Direct engagement in supporting staff, promoting a professional work environment focused on customer satisfaction.
- Safety and Hygiene maintenance in intense periods: rigorous attention to the safety and hygiene of equipment and food, especially crucial during high-traffic periods. Adoption of strict procedures to ensure compliance with health regulations.
- Process optimization and team leadership in high season: Efficient team coordination to reduce waiting times and maintain order, especially during high footfall. Motivational leadership of the staff to achieve common goals and improve productivity.
- Financial and operational management in peak period: Handling opening and closing responsibilities of the venue during high season, including cash operations and daily fund management. Accurate management of financial transactions to ensure efficiency and security.

Consulenze Industriali BPV   **Italy**
IT Project Manager / Software developer   *2020 - Present*

- Implemented a comprehensive relocation plan for the company, which reduced expenses by over 24% in the first year, saving $1.2M annually.
- Coordinated and managed my team during the relocation project, ensuring all deadlines were met and work was completed efficiently.
- Designed and implemented a new cost-tracking system to monitor expenses, identifying cost-saving opportunities that resulted in an additional 10% reduction in costs.
- Managed day-to-day operations of IT projects, ensuring adherence to timelines and budgets, resulting in on-time project delivery.
- Utilized agile methodologies to streamline software development processes, reducing project completion time.
- Collaborated with cross-functional teams to establish and maintain strong relationships with stakeholders, increasing client satisfaction ratings.

Caffetteria Arora   **Italy**
Business Owner   *2020 - 2023*

- Active Management challenging context: As a young entrepreneur, I led my café situated in an economically disadvantaged area during the critical period of the COVID-19 pandemic. Despite the challenges, I was directly involved in daily operations, including opening and closing the establishment, demonstrating personal commitment and a hands-on approach. This determination and resistance significantly contributed to an annual turnover of $120,000, showcasing my ability to thrive under challenging circumstances.
- Innovative Cost-Saving Strategies: Developed and implemented cost-saving measures such as sourcing from local suppliers and reducing waste, leading to a 15% annual reduction in operating expenses. This strategy not only improved the sustainability of the business but also its impact on the local community.

- Problem-solving Adaptability: Running a business in a dynamic environment taught me to think quickly, adapt t to unforeseen challenges, and find creative solutions. This adaptability and problem-solving mindset have been essential in handling project complexities and solving issues as they arise.
- Excellence in Hospitality and Customer Management: I placed a strong emphasis on hospitality and customer relations, creating a welcoming environment and customer-centric service culture. This led to increased customer loyalty and enhanced the cafe's image and reputation.
- Leadership and Team Development: As a leader and manager, I developed and motivated my team to ensure exceptional service. My leadership fostered a positive work environment, allowing the business to thrive in terms of service quality and financial results.

Hastec LTD   **Tokyo, JP**

Ground operations Specialist, Properly Management   *2022 - 2023*

- Staff Training and Efficiency Enhancement: Successfully trained and onboarded new staff members in effective housekeeping techniques. This initiative significantly increased productivity, demonstrating my ability to effectively communicate knowledge and improve operational efficiency.
- Ground Operations and Propriety Management: Demonstrated expertise in ground operations of maintenance and service. My role involved coordinating diverse tasks, ensuring compliance with safety regulations, and managing resources efficiently to maintain optimal operational flow.

Aeroporto Di Parma So.Ge.A.P. S.P.A.   **Parma, Italy**

Internship   *2018 - 2018*

- Technical Documentation Management and Coordination with Ground Staff: During my internship at the airport, I translated and managed technical documentation, closely collaborating with ground staff. This experience allowed me to develop key skills in understanding and processing complex technical information, as well as improving my communication and coordination abilities in a dynamic, result-oriented environment.

EDUCATION

University of the People   **Pasadena, CA, USA**

Bachelor, Computer Science   *Graduation Date: 2024*

Intercultural Institute of Japan   **Tokyo, Japan**

Japanese Language and Literature   *Graduation Date: 2023*

Istituto Nobile Aviation College   **Italy**

Diploma in Transport and Logistics with Aeronautical specialization.   *Graduation Date: 2019*

PROFESSIONAL CERTIFICATION

Google   **Tokyo, JP**

Project Managment Professional, ID: L4Z2C6PPWXTJ   *Graduation Date: 2022*

IBM   **Tokyo, JP**

Full Stack Software Developer, ID:7H9DQZBZATYU   *Graduation Date: 2022*

Google   **Tokyo, JP**

UX Design, ID: L7WHJ4K998HE   *Graduation Date: 2022*

Google   **Tokyo, JP**

Data Analytics, ID: NGMF2FMWEVK3   *Graduation Date: 2022*

IBM   **Toronto, ON, CA**

DevOps and Software Engineering, ID:GH2FGEQFYCG   *Graduation Date: 2023*

Microsoft **Toronto, ON, CA**

Microsoft Azure Associete AZ-204, ID: 7ZVN6YEUXLY4 *Graduation Date: 2023*

Harvard University **Cambridge , USA**

Computer Science for Artificial Intelligence. *Graduation Date: 2023*

IBM **Toronto, ON, CA**

Applied AI, ID: TES6JXJK5M6Z *Graduation Date: 2023*

LANGUAGES

Italian: Native

English: Fluent

Portugues: Native

Spanish: Basic

Japanes: Intermediate

SKILLS

Project management, technical Document Service and Hospitality, Adaptability and Problem Solving, Agile Methodologies, Software Development, Data Analytics and Visualization, DevOps and Software Engineering, Cloud computing, Artificial Intelligence and Machine Learning, UX Design, HTML, Python.