



Francesco Sciacca

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PERSONAL INFORMATION

I am an IT professional with experience in managing complex projects and solving critical problems. In my role in Application Support and Development, I have honed my skills in team management and addressing IT emergencies, ensuring operational efficiency and continuity. I am focused on continuous improvement and process optimization, with a strong emphasis on collaboration and building effective relationships with stakeholders and suppliers.

My goal is to lead teams towards success, maintaining high work quality while fostering a positive and productive work environment.

SKILLS AND COMPETENCIES

- **Leadership and Team Management:** Experience in coordinating and managing IT teams, taking on responsibilities in the absence of the manager, ensuring operational continuity, and effectively managing resources
- **Project Management:** Supervision and management of complex IT projects, both internal and in collaboration with external suppliers, focusing on deadlines, objectives, and quality
- **Strategic Problem Solving:** Advanced ability to identify and solve critical problems in high-pressure contexts, including coordinating IT emergencies (E4)
- **Process Planning and Optimization:** Implementing solutions that improve business process efficiency through application development and automation
- **Vendor Management:** Experience working with external suppliers, ensuring compliance with SLAs and quality of provided solutions
- **Technical Skills:** Strong knowledge of C#, .NET, SQL Server, and Power Suite (Power Automate, Power Apps, Power BI), with a solid foundation in productivity tools like Excel and Word (docx)

Languages:

Italian: Native

English: Advanced

PROFESSIONAL EXPERIENCE

DHL | IT Consultant – Application Support and Development

Milano, 2019 – Present

- Management of enterprise applications and automations to improve internal processes
- Coordinating the IT team in critical situations and handling emergencies (E4)
- Continuous collaboration with external suppliers for system development and maintenance
- Supervision of strategic IT projects with responsibility for deadlines and objectives

Private Clinic Fasoli | Medical Management System 2024

- Created a custom management system to optimize the clinic's medical and administrative operations

ENI | Oil Well Management System 2023

- Developed and implemented a management system for oil well monitoring, enhancing operational efficiency and data visibility

Gabbetti | Geographic Localization Project 2022

- Developed a platform for geospatial data and real estate management in collaboration with the Gabbetti team

EDUCATION

EDUCATION experience

- Scientific High School Diploma – Liceo Concetto Marchesi
- PMI Agile Certified Practitioner (PMI-ACP) – Certification course in Agile project management

Achievements

- Logic Math Competitions – Second place at the national level

Portfolio Projects IT - Francesco Sciacca

This portfolio showcases a selection of key IT projects that I have developed, architected, and managed. Each project demonstrates my ability to create innovative software solutions, automate complex business processes, and implement customized management systems. In my multifaceted role as a developer, architect, project manager, and business analyst, I have led these projects from concept to completion, ensuring outcomes that meet both business and technical requirements.

Sql Reporting

Description:

SQL Reporting is a software solution developed internally to automate the generation and distribution of business reports. It integrates powerful SQL query capabilities with an intuitive web interface, offering a comprehensive system for report management.

Key Features:

- Automation of SQL queries and automatic report sending
- Web interface for configuration and monitoring
- Support for multiple recipients and various output formats (PDF, Excel, CSV)
- Data encryption and access control for maximum security
- Integration with Task Scheduler for execution every 5 minutes
- Detailed logging system for effective troubleshooting

Impact:

- Significant reduction in time for manual report generation
- Improved accuracy and timeliness in information distribution
- Cost optimization through automation
- Enhanced decision-making processes based on accurate data

Portfolio Projects IT - Francesco Sciacca

Medical Management System for Gastroenterologist

Description:

Development of a complete and customized management system for a gastroenterologist. This all-in-one solution covers all aspects of medical practice, from administration to clinical management, optimizing operational efficiency and improving the quality of patient care.

Key Features:

- Appointment management: Scheduling and automatic reminders
- Inventory management: Tracking of medical supplies and equipment
- Electronic medical record: Fast access to medical history, analyses, and care plans
- Document support: Smart assistance for medical document drafting
- Notification system: Automatic alerts for appointments, follow-ups, and exam results
- Document archive: Secure and easily accessible storage of all patient documents
- Intuitive user interface: Designed specifically for the needs of a gastroenterologist

Impact:

- Significant increase in operational efficiency of the medical practice
- Improved quality of patient care thanks to quick and comprehensive access to information
- Reduction of administrative and clinical errors
- Optimization of the doctor's time management
- Compliance with privacy and health data security regulations

Smart EOM e Tableau EOM

Description:

SMART EOM and TABLEAU EOM are two automated processes developed for DHL to perform a series of step-by-step procedures for business data processing at the beginning of each month. These systems replaced previously manual processes, significantly optimizing the monthly reporting and data analysis operations.

Key Features:

- Complete automation of end-of-month processes (EOM - End of Month)
- Data processing for various company divisions, including marketing
- Sequential and coordinated execution of multiple data processing steps
- Integration with DHL's existing systems for data access and updates
- Automatic generation of reports and dashboards for immediate analysis

Impact:

- Drastic reduction in the time required for monthly data processing
- Elimination of human errors associated with manual processes
- Improved timeliness and accuracy of business reports
- Increased operational efficiency and staff productivity
- More effective support for data-driven decision-making across various company areas