

# Daniele D'Agnelli

linkedin.com/in/dagnelli

London, United Kingdom

## SUMMARY

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Senior Engagement Manager with 12+ years in Professional Services, leading high-impact digital transformations that drive revenue growth and cost efficiency. Experienced in delivering AI solutions for complex challenges across Manufacturing, Healthcare, Oil&Gas, Telecom, and Financial Services sectors for global enterprises. Skilled in aligning cross-functional teams and collaborating with senior leadership on programs exceeding \$15M, consistently exceeding metrics in adoption, customer satisfaction (NPS), and operational efficiency. Known for building trust-based client relationships and adept at navigating ambiguity. Technically proficient with expertise in software engineering, solution architecture, cloud engineering, and advanced machine learning, including LLMs and Generative AI.

## EXPERIENCE

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<b>C3 AI</b> <i>Senior Engagement Manager</i>	London, United Kingdom June 2024 – Present
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Responsible for the rollout and adoption of an AI-enabled Predictive Maintenance application for a Swiss building materials manufacturer, spanning over 100 plants, 2,000+ end users, and a total contract value exceeding \$10M.

- Partnered with cross-functional teams, including Product and Sales, to craft value-driven use cases, translating them into technical and functional requirements, detailed specifications, and actionable project plans.
- Expanded relationships by identifying new use cases and incremental staffing needs.
- Defined scope, requirements, timelines, and success metrics for projects, emphasizing customer self-sufficiency on the platform.
- Led project governance activities, including project planning, weekly reviews, cross-functional meetings, and executive status reports, ensuring alignment and transparency throughout project lifecycles.
- Directed all implementation activities, supervising teams across Application Development, Data Integration, Data Science, QA, and DevOps to ensure timely and successful delivery.
- Established trusted advisor relationships with clients, tracking and mitigating risks to maintain high customer satisfaction (CSAT) consistently achieving NPS Score >70.
- Played a key role in recruiting and attracting top talent to build a strong, client-focused services team.

<i>Engagement Manager</i>	August 2021 – May 2024
Led strategic initiatives across all Business Units and Partners, managing program with a \$15M budget and reporting directly to the VP of Customer Services.	

<b>Deloitte</b> <i>Manager</i>	London, United Kingdom October 2018 – July 2021
Grew Deloitte UK's Anaplan practice from inception to 25+ practitioners, leading the first enterprise-wide deployment for a large British telco.	

<b>Accenture</b> <i>Management Consultant</i>	London, United Kingdom April 2017 – September 2018
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<b>Codec</b> <i>Consultant</i>	Dublin, Ireland January 2015 – March 2017
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<b>Accenture</b> <i>Software Engineer</i>	Milan, Italy April 2012 – December 2014
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## EDUCATION

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<b>Abertay University</b> <i>MSc Ethical Hacking and Cybersecurity (Distinction)</i>	Dundee, UK 2021 – 2023
<b>University of Bari Aldo Moro</b> <i>BSc Computer Science</i>	Bari, Italy 2005 – 2011

## SKILLS

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**Certifications:** Prince2 Practitioner

**Languages:** Fluent in English and Italian (native)