Daniele D'Agnelli

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Flat 13, Parkway Apartments, Goodchild Road, London, N4 2BL, United Kingdom

SUMMARY

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

C3 AI — London, United Kingdom

Senior Engagement Manager — *June 2024 – Present*

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.

Engagement Manager — *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.

Deloitte — London, United Kingdom

Manager — *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.

Accenture — London, United Kingdom

Management Consultant — *April 2017 – September 2018*

Codec — Dublin, Ireland

Consultant — *January 2015 – March 2017*

Accenture — Milan, Italy

Software Engineer — *April 2012 – December 2014*

EDUCATION

Abertay University — Dundee, UK

MSc Ethical Hacking and Cybersecurity (Distinction) — *2021 – 2023*

University of Bari Aldo Moro — Bari, Italy

BSc Computer Science — *2005 – 2011*

SKILLS

Certifications: Prince2 Practitioner
Languages: Fluent in English and Italian (native)