Darío Kevin De Giacomo

Profile

Core Competencies

>> Team-building
>> Leadership
>> Software development and engineering
>> Client relationship management
>> Business acumen
>> Agile Project management
>> Process improvement
>> Strategic planning and analysis

Languages

> Spanish: Native
> English: Proficient (C2)
> German: Beginner (A1)

Work Experience

Engineering manager with over 8 years of experience in the tech industry (6 of them specifically in the technical/engineering part of the localization industry).

Currently reporting directly to the account's Program Director as the leader of the Engineering group of the Company's largest account - yearly revenue of over USD32M.

I consider myself a proactive and curious person, who loves taking on new challenges. I strongly believe that most of the times, teamwork is key to success - so I try to promote and share that thought to my colleagues and team.

Whenever possible, I love to share every bit of knowledge to help my peers and reports foster and develop their careers.

Engineering Group Manager – RWS Moravia (2018 - Present)

In charge of two international teams (Argentina, Czech Republic) that compose the Engineering group:

- Engineering support: provides support to production teams account-wide in all tooling/technical aspects as well as workflows and/or troubleshooting issues but also performs business analysis to improve processes

- Research and Development: dev team with key domain knowledge in localization, working on the .NET stack but also exploring new tech to be used in order to improve the existing services we provide to our Client by making reliable automations to increase efficiencies and services to enable new workflows

Duties and tasks:

- Engineering budget planning and finance management of the cost center

- Coaching team members on their day-to-day work and help shape their career paths

- Conducting bi-weekly 1:1s with direct reports, and evaluating their performance quarterly, as well as setting S.M.A.R.T. goals that can help them grow

- Service delivery management, keeping a good relationship with our Client by making sure deliveries are on time, measuring Service metrics, assisting in information retrieval for new Contracts/agreements/SLA creation or update

- QBR document preparation/presentation for the Engineering section of the account

- Business analysis both on the internal front (new opportunities, cost reduction, etc.) and with the Client (improvement on existing Services)

Work Experience

Knowledge Leaders Team Manager – Moravia IT (2017 - 2018)

Reported directly to the account's Engineering manager. I was in charge of an international team, "Knowledge Leaders" (role equivalent to "Solutions Architect"), which aside from developing software (.NET stack), performed business and process analysis and improvement plus research of new tech (such as Machine Learning) to be used in order to improve the existing services we provided to our client and to expand to new services whenever possible.

Responsible for support to production teams account wide (global, 100+ people) in tooling/engineering/technical aspects as well as workflows and/or troubleshooting issues.

Management related duties:

- Allocating, prioritizing, and managing workload based on capacity/current projects

- Forecasting work for upcoming quarters/periods based on statistical data through BI and working with the Client and internal production teams to identify needs/requirements

- Coaching team members on their day-to-day work and help shape their career paths

- Conducting bi-weekly 1:1s with direct reports, and evaluating their performance quarterly, as well as setting S.M.A.R.T. goals that can help them grow

Knowledge Leader Semi-senior – Moravia IT (2015 - 2017)

Equivalent role to a Solutions Architect, mostly focused on the technical side of Localization. Deep technical understanding of CAT tools/Translation Memories.

Main tasks:

- Analysis and end-to-end development cycle of backend solutions used to improve workflows or solve particular issues. All dev work done in the .NET ecosystem (WPF, CLI programs, etc.)

  > *All code stored and managed through GitLab and deployed (CD/CI) via TeamCity*

- Documentation of workflows, scripts, troubleshooting guides and FAQ of the internal CMS (Content Management System) of the company

- Provide support to production teams account-wide (all hubs - global) in engineering/technical aspects as well as workflows and/or troubleshooting issues

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Work Experience

Localization Lead – Moravia IT (2015 - 2015)

As a technical lead in the localization bug-fixing team of the account, my role was centered around organization and delegation of tasks along with the other team leader to solve efficiently all issues that we receive and manage our work queue in a smooth way.

Worked with several types of files (XML, JSON, XLIFF, etc.) and developed a few Python scripts to automate/reduce effort on repetitive and time-consuming tasks.

As a side project, I worked with a colleague on the creation of a method to define and calculate KPIs with good precision by measuring bug priorities and assigning weight to each one, but also taking into consideration the number of bugs processed as well as the amount of resolved.

Software Developer – ELEPE Servicios (2013 - 2015)

Full-stack design, development, documentation, maintenance, deployment and post-deployment optimization of modules in Open ERP versions 6.1 and 7.0, performing dev work mostly in Python (main framework programming language) and using PostgreSQL 9.2 as DB + XML-XSL-HTML for the web part. Created and edited reports based on RML and LaTeX (Electronic Invoices, etc.).

DevOps tasks, among them:

- Linux Server (based on Ubuntu Server) configuration and maintenance
- App deployment and live service management
- Monitoring application and system health
- Technical support for issues on the platform itself or custom modules

Data Entry Intern – C.A.S. Lotería de Santa Fe (2011 - 2013)

University (UNR) internship as data entry – Python scripting used to automate some of the (highly repetitive) tasks performed each day to enter prizes to the system and calculate winners.

Technical Support – Self-employed (2009 - 2013)

Desktop computer and Notebook repair - maintenance - format - software installation (Windows/Linux) - software update - hardware cleaning/update and maintenance - backup

Education

Bachelor's in computer science (2010 – 2013)

Instituto Politécnico Superior "General San Martín" (UNR), Rosario, Argentina

Final score: 8.05