Alex Manni

Delivery & People First
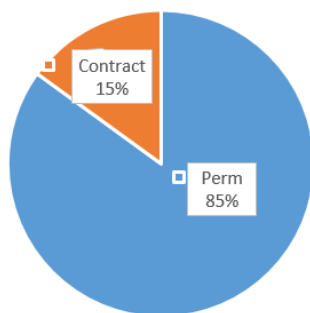MEng, PMP, PSM, PAC

Linked **in**

Simplicity is the ultimate sophistication.
— Leonardo Da Vinci

Residence: London (UK)
UK ID Card
Mob. +44 75 2323 7283
atmarama32@gmail.com
Skype: alex323200

Citizenship : Italian
Date of birth : Set 1962
Driving License: EU
Languages : Italian, English
DS Cleared

Married, no kids

Job Types: Perm , Contract

Inspired By:
Bill Gates
Leonardo Da Vinci
Albert Einstein
Richard Feynman
Linus Pauling

By sharing over the internet, some names in this documents have been shorted.

Sep 2019

Profile

Agile Coach for BP Treasury (London) and Lloyds (London). Agile Delivery Manager for Astrazeneca (Luton), Fintrax, ECU Solutions, and AllData. Director IT&S for ECU Solutions. Pragmatic Project Manager, for Defense, Logistics, Pharma, Retail, Telecom, Automation, and Automotive industries since 2002. Able to build great Teams and strong relationships with stakeholders. Scrum Master, and Agile Coach since 2005 (India). Advanced in Scrum, XP, SAFe, SNAP, Nexus, and Waterfall. Business Analyst with experience managing cross-functional teams, since 1994 (Milan). Product Manager and Product Owner (Milan, Dublin). Software developer since 1984 (Olivetti). Developer for the Open Source community (volunteer). Test Manager since 2000 (India), and Penetration Tester and cyber-security assessments. HR Hiring and Onboarding: I recruited 20+ Agile Coaches, and 10+SMEs. Skills: Delivery Strategy, Growing Revenues, Budget and Financial Analysis, Enterprise Transformation, Team builder, Problem solving, DevOps, AI, Blockchain, Data Analytics, SEO, Marketing strategy and tools, Cyber Security.

Career History

2019 Agile Delivery Manager   contract UK| Jun2019 – Aug 2019
ECU Solutions | London (Automotive)

- Delivering Agile digital transformation, coaching leadership, CTO, CIO
- Providing IT governance, defining clear OKRs and delivering on ITIL V3 framework
- Cybersecurity program (ISO 27001) |SAP ERP, Oracle, Salesforce, GCP (Google)
- Managing key Stakeholders, Opex and Capex
- Delivering new e-Commerce features: SCA (VISA 3DS) and PSD2

2019 Agile Coach   contract UK| Feb2019 – May 2019
BP -Treasury | London, Wipro consultancy

- Agile digital transformation for Trading Team, coaching Business, Devs & Leadership
- Team builder, problem solving, and Agile governance for financial services (FX).
- Replacing trading software platforms (Wall Street, FIS Quantum, SAP S4/Hana)
- Coached BAs on refining product backlog requirements for SAP and other vendors

2017-19 Agile Coach, Transformation Lead   perm UK| Apr2017, Jan 2019
Lloyds Banking Group | London, Wipro consultancy

- Agile Coaching for Business, Devs & Leadership. Containers (Docker), and Kubernetes
- Delivered new features on Halifax web app for morgages, Oracle 12c
- Managing Business Cases, and Work Orders , supporting PMO
- Securing funds to fuel new projects and supporting the adoption of ServiceNow
- General Insurance, Payments, Cash Management, Data migration HUB (Hadoop)

2006-19 Lead Developer   volunteer UK| Open Source Contributor
Levaweb | Digital Agency, Consultancy.

- Joomla, October CMS, Prestashop, coching the team on Nexus framework (scrum.org)
- C#, PHP, Laravel, JS, JQuery plugins, Vue.js, React.js
- CSS, HTML, MySQL, Bootstrap, Google API, VMware, Docker, Kubernetes,
- Cloudflare, CDN optimization, D3, Highcharts JS libraries
- Media Design & Production with PowerDirector, After Effects, Premiere, Photoshop

2016-17 Agile Program Manager, BA   perm UK| Nov2016-Apr 2017
Fintrax | Redhill, Retail – Online Payments

- Delivering VAT invoice validation for Customs, Merchants, and Tourists
- Member of the steering committee (CIO, COO), managing budget and resources.
- Delivering digital products based on Microsoft AX Dynamics CRM
- VAT claims for luxury brands: Gucci, Armani, D&G, Saint Laurent

2015-16 Agile Delivery Manager   perm UK| Nov2015-Sep2016
AstraZeneca | Luton - Pharmaceutical

- Delivered projects for UK Marketing Companies liaising with all stakeholders
- Production of digital assets including websites, videos, newsletters, banners, emailers
- Managed business change, marketing assets, Risk (RAID) and issues.
- Designed and deployed data analytics dashboard - Google Sheets and Tableau
- Managed creative agencies, and offshore teams (BPO)

2015 Director of IT&S contract UK| Aug2015-Nov2015
ECU Solutions | London (Automotive, ecusolutions.net) | SaaS application

• Responsible for Budget, Resources, P&L, CAPEX, OPEX| Secured term loan with Fundingcircle
• Delivering key technology and change roadmaps for core platforms, including IT Governance
• Cyber Risk Assessment & Data Security API for Oracle Netsuite
• Delivered Business Continuity, and Data Recovery plans (ISO 27001)
• Google Ads, marketing campaigns (CPC & Bids), crowdfunding strategy (Indiegogo)
• Delivered Anti-fraud Identity Management System with UX/UI
• Designed the API for OpenCRM to Timetrex HR Payroll system (php laravel, bootstrap 4, Tableau)
• Designed AI deep-learning algorithm (machine learning for vehicle ECU)
• Designed Fastrack user dashboard (data analytics, QlikView)

2014-15 Agile Coach , Test Manager perm UK| Oct2014 – Aug2015
FedEx (TNT) | Logistics, ARM | Microelectronics | SQS Consulting

• Test Analyst for SIT (System Integration Test), UAT (User Acceptance Test), & penetration tester (ethical hacker)
• Test Manager creating Test Plans, and ensuring deliverables are achieved.
• Elicitation & analysis, retrospective meetings, conducting DSM (Daily Scrum Meeting)
• Managing & coaching team members and virtual teams (BPO)
• Managing business change for the new Salesforce CRM implementation

2014 Scrum Master, Product Owner perm IE| Feb-Sep 2014
SourceDogg | B2B eProcurement SaaS application -

• Coaching and removing impediments | Facilitating ceremonies| Creating Marketo campaigns from UserVoice feedback
• Managing 3rd party vendors, preparing BCP & ISO9001 procedures, Managing Bids
• Created and reviewed RFP (Requests for Proposals), RFQ, RFI | Contributed to UX/UI
• BCP (business continuity plan), security policies, and ISO9001 procedures | Managed the Marketing Team with Scrum
• Security assessment within GDPR regulations (EU) 2016/679 | Contributed to company ISMS with ISO 27001standard.

2013-14 Scrum Master, RTE (SAFe) perm IT| Mar2013- Feb2014
ALLData | Milan - Retail Consultancy, Embedded Electronics, Automation systems

• Coacing Engineers, removing impediments, facilitate Scrum ceremonies
• Coaching Product Owner, and helping to refine the Backlog
• Measure progress with Maturity Assessment
• Delivering workshops and trainings on collaborative tools (eg. JIRA)
• Release Train Engineer for SAFe | automotive project (below)

Main Projects
• iTickets (HelpDesk system) (PHP – 2013)
• iTravels : Flight, Car, Hotel, Tour Booking (PHP – 2013)
• StoreManager: warehouse web application based on Oracle APEX v.4.2.4. Client: Euroresina (Milan,2011)
• BMA Flash - JTAG, CAN controller for the Automotive Market - hardware electronics (C#, ECU - 2013) – SAFe (RTE)
  New Product Development (NPD) that I managed as Hands-On (30%) using Stage-Gate SDLC. I designed the system architecture and I
  wrote the C# code for the CAN Bus interface through the USB port of the PC. I used Lawicel .NET libraries.
• ShopAlldata: eCommerce for Rigol electronics (shopalldata.it) , and managed warehouse FMCG, supply chain, issues and marketing.

2009-13 Project Manager perm IT| Apr2009- Mar2013
ALLData | Milan - Retail Consultancy, Embedded Electronics, Automation systems

• Delivered Service framework with ITIL V3 (incl. SLAs)
• Designed and started the company's CoE
• Managing vendors and stakeholders expectations
• Managing commercial and contractual obligations of all suppliers
• Producing Project documents (PID, RAID, RACI, Business Case)
• Managing Cashflow (FCF), Capital Expenditure (CAPEX), Change, Risk, Budget, and Conflicts.
• Quarterly reports to the CFO financial statements (Forecast, Variance, P&L, Cashflow)
• Line management, and responsible for Budget, Resources, P&L

Main Projects
• Custom GSM ASIC for JTAG Project - Alcatel-Lucent (Telecom, MI) – 2010 – SAFe (RTE)
• FPGA Test and DFT for TMTC board, JTAG - Thales Alenia Space (Telecom, MI, BSS) - 2011   (Programme Manager)
• LVDS Test and DFT project - Ericsson (Telecom, Rome) managed with Scrum (DWDM for fiber optics, BSS) – 2011 (Programme Manager)
• PCB test projects for Tornado Fighting aircraft - Italian Defense (Navy, Airforce) – 2009
• Dolibarr ERP Project based on Salesforce with Elasticsearch (2012)
• SAP-ERP bespoke addon development (MBDA, Defense project – Rome, 2010)
• Salesforce data migration to AWS S3 using RSync (Defense project – Rome, 2011)
• Contract Management with vendors and outsource teams, Requests for Proposals
• Created ISO9001 procedures and policies. Performed company risk assessment and implemented ISMS for ISO 27001.
• Marketing campaigns|AcyMailing, Maulic, Marketo, Mixpanel, Pegasus, Mailchimp, Google AdWords, PPC, AdSense, SEO

2008-09 Product Manager perm IT | Apr2008- Apr2009
ALLData | Milan - Retail Consultancy, Embedded Electronics, Automation systems

• Client facing, requirements, forecasts & business plans.
• Managing vendors and liaising with marketing and sales
• Customer feedback, launching pilot program, managing RMA requests (through Zendesk helpdesk system)
• Managing vendors & stakeholders | Governance meetings
• Delivering trainings to internal sales force

2007-08 Product Owner, Business Analyst perm IT | Jan2007- Mar2008
ALLData | Milan - Retail Consultancy, Embedded Electronics, Automation systems

• Managing market requirements document (MRD)
• Quoting for Government Bids. Using Marketo, and UserVoice
• Created BRD for Defense & Telecom projects (embedded electronics)
• Managing vendors & stakeholders | Governance meetings
• Writing User Stories, refined Product Backlog in JIRA

2006-15 Lead Developer | Business Analyst contract IT | Nov2006 – Sep2015
Levaweb | Milan - Digital Agency, Consultancy. Responsible for developing UXD, web design & development (ASP.NET, PHP, C++)
Clients: CERN, Real estates, Car Rentals, Travel agencies, Retailers.

• Designed software architecture of Fempton Institute of Natural Medicine (fempton.com) – LMS, Online Learning , Helthcare Education
• Delivered project for PCI Compliance & P2PE (point 2 point encryption) – card payments
• Developing desktop apps (C#) for Automotive & visual inspection.
• Developing web apps (PHP)   • SEO and marketing.
• Arduino based USB controller, with JTAG embedded test - hardware electronics
• Designing Data warehouse for ERP and CRM applications.
• Secured term loan with Fundingcircle

Main Projects : Dolibarr ERP 2.0 Project, Milan 2008, role: Developer
• 10+ websites, with eCommerce, CRM , CMS , Helpdesk (PHP - 2006-13) . Developed with Prestashop.
• I've designed & developed the following websites: alldata.it ¦ maxredindesign.eu ¦ maxredinfashion.com ¦ bioral.it ¦ diamondent.eu ¦
  gielleservice.it ¦ guardadrpaolo.it ¦ ideaeprogetto.eu ¦ ecusolutions.net
• Developed & deployed web and desktop applications using different technologies and tools.
• Developed & deployed bespoke Dolibarr ERP 2.0 project with APEX - based on SalesForce – 2008
• DroidEncryption - Android Mobile (Java Eclipse+ ADT, C++, MD5, BlowFish, Google Play – 2012)
• Dolibarr ERP project (Salesforce, Workday API) (2011).

2006-07 Telecom SME perm IT | Mar2006-Nov2007
Tecnimont | Milan - Oil & Gas   perm (Enterprise Matrix Organization)
Responsible for designing anti-intrusion systems, Public Access, TETRA & CCTV systems. Clients based in Bahrain & Qatar.

• Designed PA (Public Address) systems, for PET plans in Qatar, and Bahrain
• Vendor management. Attending and organizing kick-off meetings
• Providing the functional specifications to build telecom and security systems (ISO 27002) for the Oil & Gas industry.

2005-06 Product Manager perm IN | Jun2005-Feb2006
Cyberstar | India (Telecom retail) Clients: BEL (Govt of India), Ministry of Defence
Responsible for technical pre-sales. Business plan & Forecast, customer support with helpdesk bespoke system, SLA, SOW, WA and RMA.

• Providing technical support for Audiocodes & Globespan chipsets (telecom)
• Delivering tech trainings on VoIP (Voice over IP) and ADSL broadband systems.
• Improving the Business Processes of the company by implementing proper DevOps vision for People, Processes and Tools.
• Responsible for forecasts and business development

1998-2005 Project Manager, Test Manager, Scrum Master perm IN | Oct1998-Mar2005
Canarie International | Bangalore, India (Telecom retail) Clients: BEL (Govt of India), Ministry of Defence
Responsible for managing Defense & commercial projects. Test management for EMS & ATE projects (embedded electronics)

• Vendor negotiation, establish the communication with all stakeholders to the agreed quality of service.
• Mitigating risks and exploring new opportunities to grow the business. Managing stakeholders expectations.
• Defining and securing the resources, responsible for test strategy and planning.
• Leading project teams in the delivery of client requirements from start to completion.
• Coordinating and managing all project activity, budget & ensuring project deliverables are achieved to plan.
• Preparing forecasts & business plans | Coaching Scrum teams, delivering workshops, removing impediments
• Capacity Planning (SpeeDraw project), lean and marginal cost analysis, and six-sigma process control to optimize production.
• Managing people, processes, budget & delivery for all projects.

1990-1998 Project Manager, Business Analyst   perm IT| Apr1990-Jun1998
ALLData | Milan Selex, MBDA, Alenia Space, Thales, Gambro, Merck, Dideco

- Full budget responsibility. • Preparing forecasts & business plans
- Managing stakeholder expectations. • Managing 3rd party vendors.
- Elicitate and analyze requirements. • Defining and securing the resources, responsible for project delivery end to end.
- Customer management (CRM), bespoke helpdesk system, SLA, RMA

Main Projects
- Gambro (gambro.com) - PM for "Dialysis Systems" (80186 emulators, Medical Devices) – 1995-97
- Merck Serono (merck.it) – PM for "Multiple Sclerosis Chelation Therapy" (BI data analytics & reporting, VB6, Medical Devices) - 1996
- Dideco (sorin.com) – PM for "Extracorporeal Membrane Oxygenation" – (motor control with NI Labview, , Medical Devices) – 1998
- Dolibarr ERP system, development, installation , management, business analysis, testing & support – 1995, 1996.
- Managed Military and Commercial projects end to end, budget, risks and conflicts.
- Co-Designed the warehouse in 3rd form and performed data mining with MS BI ETL (SSRS, SSIS). -1998

1984-1990 Software Engineer   perm IT| Olivetti, Milan (IT)   Sep1984-Jan1990
Videogames development, Cargo apps for International Airlines (Brazil, Portugal, Egypt) and Business Analyst

- Developing desktop apps (Cobol, Clipper) for Airlines   • Developing videogames (assembler Z80)
- Developed videogames, Airline desktop applications and delivered technical support to the end users.

Academic Qualifications

Electronic Engineer (MEng, Bioengineer 2:1) - Politecnico of Milan (IT), 1984-1990
Telecom Diploma - Technical Institute Beltrami, Milan (IT), 1979-1983

Professional Certifications

- PMP (Project Management Professional) and member of PMI (USA,2012)
- PSM (Professional Scrum Master) Certification (2019, scrum.org)
- PAC (Professional Agile Coach) Certification (2017, SNAP Agile Enterprise Framework)
- CBAP (Certified Business Analysis Professional) (IIBA)   (2014 – Simplilearn USA)
- Six Sigma Black Belt - Training Certificate (2014, Simplilearn USA)

- CFA Level 1   (2014 – ApnaCourse USA)
- FAST Financial Modelling (2014 – Udemy USA)
- Financial Accounting (2014 – Alison IE)
- CISSP (Certified Information Systems Security Professional) (2014 – Simplilearn USA)
- ISTQB Certified Tester Foundation Level (CTFL) (2014 – Udemy USA)
- ITIL V3 Foundation (2014 – EduCBA IT Academy USA)
- SAP Solution, CRM & BW (2014 – SAP Training Group, USA)
- Cisco CCNA (2014 – Udemy USA)
- Oracle HRMS (Oracle E-Business, 2014 – Udemy USA)
- ATE & JTAG Developer - Diagnosys (UK) , JTAG Technologies (NL, 2010)
- Python, PHP5, C# , ASP.NET, XML, CSS, Javascript, UML (VTC USA, 2013)
- MSProject 2010 (VTC USA, 2013)
- Amazon Web Services Solutions Architect (2014 – Linux Academy USA)
- Oracle Database 12c (PLSQL) Certified Professional (2014 – Udemy USA)
- Certified Big Data & Hadoop Developer (2014 – Simplilearn USA)
- ISO 27001 Cybersecurity Management (2019 – Udemy USA)
- MBA short course (2019 – Udemy USA)

References : Available upon request

Project Management

Managing multiple projects and Teams with waterfall & Agile SDLCs. Virtual Teams (India, Singapore, Ukraine). In 2002 I managed offshore Teams (India-Singapore) for SpeeDraw project (Scrum) and larger teams for the HIMS project (India, Waterfall). Customer identification for Defense projects with KYC– anti bribery and eProcurement tools.

- Gambro (gambro.com) - Dialysis Systems (AMC 80186 emulators for their product line) - 1995
- Merck Serono (merck.it) - Multiple sclerosis chelation therapy (BI data analytics & reporting, VB6) - 1996
- Dideco (sorin.com) - Extracorporeal membrane oxygenation (ECMO) – (pump motor control with NI Labview) - 1998
- HIMS Proj (Hospital Inf. Management System) Bangalore , (2002-05).
- 100+ Test Projects (ATE) for avionic boards, Indian Defense (2000-2011)
- Custom GSM ASIC for JTAG Project - Alcatel-Lucent (Telecom, MI) linked to QuickBase - 2010
- FPGA Test and DFT for TMTC board, JTAG - Thales Alenia Space (Telecom, MI) - 2011
- LVDS Test and DFT project - Ericsson (Telecom, Rome, OSS) managed with Scrum (DWDM for fiber optics) – 2011
- PCB test projects for Tornado Fighting aircraft - Italian Defense (Navy & Airforce, BSS) – 2009
- Royal Airforce & Philippine airforce - PCB test projects - 2003
- SpeeDraw Proj (Vision Inspection System) for the AOI electronic industry (2002-05).
- 10+ websites, with eCommerce, CRM , CMS , Helpdesk (PHP - 2006-13)
- Dolibarr ERP, web based ERP system (PHP - 2012-13) linked to QuickBase and based on SalesForce & Workday
- iTickets (HelpDesk system) I managed E2E delivery and data governance (PHP, hosted on AWS EC2 – 2013)
- iTravels : Flight, Car, Hotel, Tour Booking . I managed E2E delivery and data governance (PHP, hosted on AWS EC2 – 2013)
- BMA Flash - JTAG, CAN controller for the Automotive Market - hardware electronics (C#, ECU - 2013)

Project & Program Manager, Test Manager, Scrum Master, PO, Business Analyst, Web Design & Development, Trainer, Life Science, CIO, ISO9001, Support & Service Agreements (SLA).

- Budget management, Cash Flow, NPV, ROI, Payback, Marginal cost, Break Even analysis
- Vendor management, spend analysis, eProcurement, Release Management, Hiring staff
- Managing expenditures, accounting, billing, break even analysis
- Production: SPC, Six Sigma, APM, Stage-Gate, SOW, PDCA, Lean, Kanban
- Holding weekly internal and external meetings on progress. (Agile & Waterfall)
- Sales & Communication : forecasts, Business Plan, Active Listening, 4Sides communication, SPIN, 3F
- Managing staff and Stakeholders , performance assessments KPI
- Helping defining company strategy & improving HR motivational factors. - SMART, SWOT, MoSCoW, Scorecards (BSC)
- Ensuring effective quality control processes are in place to monitor deliverables. (PDCA)
- Responsible for identifying, analyzing, measuring and managing project Risks.
- Communications & Quality plans. EVM progression , PERT estimates.
- Impact analysis for project deliverables on other sections of the business. Prepare DHF (Design History File) for medical devices.
- Change Management (RACI, RAID, Kaizen) and legacy migration.
- Producing validated functional requirements, scope, roles, responsibilities, budgets, timescales and resources, IBM BPM (Blueworks)
- Business requirements elicitation & functional requirements , Medical DHF, Agile evangelist

Test Management

Test Automation (HP ALM Quality Center- HP Sprinter, Selenium), TDD, BDD (SpecFlow, TestDriven.Net, Gherkin), ET (Exploratory Testing), SBTM (Session Based Test Management), SBE, ATDD, TortoiseSVN, TestRail, GIT (Bash & Win), GitHub, Performance test (FireBug, HP Load Runner, JMeter) , Web Developer Toolkit, Test & Implementation Plans. (IEEE-829), QA, NUnit (NET), Continuous Integration (CI) : Jenkins, Nant, TFS (Team Foundation Server), MS Test Manager(MTM), MS Build (MSbuild) BugHerd, Unit testing, System testing, A/B Testing (eCommerce projects), Sensitivity analysis (Monte Carlo, MTV), Regression, Integration, Functional & non-Functional test, UAT, OAT. Penetration and security test with NMap on Kali Linux.

Mobile Experience (MI)

As PM and Scrum Master I managed the following projects having mobile content:
- Dolibarr ERP, web based ERP system (PHP - 2012) - with Mobile thin client interface
- 10+ websites, with eCommerce, CRM , CMS , Helpdesk (PHP - 2006-13) - optimized for mobile view

As Developer I developed the following projects with mobile content:
- DroidEncryption - Android Mobile (Java Eclipse+ ADT, MD5, BlowFish, Google Play – 2012)
- Thin-Client for Mobile applications (PHP, SugarCRM - 2010)
- Euroresina (Supply Chain, Logistic, eCommerce -WMS) (PHP - 2012)
- Iside (LMS, eCommerce) (PHP – 2014-15)
- Prestashop module "MyProducts" with PayPal payment gateway (PHP, 10-2012)

CRM & ERP

ERP & CRM

I worked with ERP systems since 1992-98 (Dolibarr ERP) and again between 2008-11 implementing the new version   I linked few projects to QuickBase, and I worked in the development team of Dolibarr ERP plugins (PHP) for AllData in 2013. As Scrum Master I used OpenERP, SAP ERP (MBDA, Defense project - Rome), Microsoft Dynamics ERP (Selex, Rome), Workday and Salesforce (Milan and Amsterdam, 2007-2015) I've also worked with Sage ACT! SugarCRM , VTiger CRM and SAP CRM. I used QlikView, Tableau and PowerPivot for Big Data analytics

Life-science CRM

At Astrazeneca we use Veeva CRM (Salesforce) as bespoke CRM application. Veeva CRM for HCP interactions, and log into Salesforce all the interactions that occur during pre-sales activities. For instance using an IDA (Interactive Detail) the sale people is able to demonstrate the efficacy of a drug, and Veeva record the customer's response, the pages visited, date etc allowing the Business Intelligence to create meaningful charts for the upper management. I've also introduced new production tools in Astrazeneca to streamline the production of marketing assets.

Cloud Strategy Consulting (SaaS and PaaS)

For Levaweb (consultancy), and SQS (Consultancy) I've worked with large multinationals using several systems in the cloud: Microsoft Office365 Developer, Yammer, HP Quality Centre, Salesforce, Veeva CRM, OpenERP, Microsoft TFS (Team Foundation Server), Jira, Oracle HRMS , HRLocker, Marketo, Mailchimp, UserVoice, SmartSheet, (Gantt Charts), IBM Blueworks, eCommerce (PrestaShop, Magento, OpenCart). The common goal was to align the process with the corporate global strategy in order to deliver the best value to or customers. Overall the customer experience was of primary importance to maintain and increase the profitability of the customer base. For Astrazeneca I've deployed cloud based services to manage asset production. I've managed the data governance of 2 projects: iTickets and iTravels, hosted to Amazon AWS EC2 (2013). For our customer Selex (Rome, 2011), I've performed data migration of about 200Gb to Amazon AWS S3 using RSync. In 2012 performed data migration of Dolibarr ERP dbase to Salesforce using MuleSoft (Dataloader.io).

Management Tools

MS Office 2013 ,OpenOffice , Google G Suite, SugarCRM, Tine20 CRM/ERP, VTigerCRM, QuickBase, Salesforce CRM (Visualforce pages, Schema builder, Visual Workflow, Customize & Admin), OpenERP, Agile Scrum (JIRA, Rally, Confluence, Azure DevOps, MS Project, MS Teams, CA PPM (Clarity), Redmine, Basecamp, OpenProject, FengOffice, Yammer, Buggenie, Collabtive, Trello, Snagit, Zendesk, Slack), Agile SAFe, Scrum of Scrums, Burn down/up charts, ACT! Sage, Sage Accounts, Quickbooks, SmartDraw (Risk Diagrams), Business Intelligence (SpagoBI , RapidMiner, QlikView, Tableau), AcyMailing Enterprise (Marketing), EasyFatt (Admin Management), HURU HelpDesk, RS Helpdesk, RSTickets (Helpdesk), eCommerce (PrestaShop, Magento, OpenCart) BPM : Bonita Studio, IBM Blueworks, ProcessMaker, ECM: (Enterprise Content Management) Abbyy, DOCMan, Video Conferencing: SkyPe, GotoMeeting, WebEx, Google Hangouts, ooVoo, AnyMeeting, Adobe Connect. Alfresco. OpenClinica, EPIM, SharePoint 2010-13, Office 365, Lync, SmartSheet, Cisco AnyConnect, XLite , UserVoice. HR Systems (HCM): Oracle HRMS , HRLocker, ChangePoint, Marketo, Mailchimp, Mautic, Clarity, Innotas.

Marketing, Financial

Financial Services & Controls

I'm a daily trader using the following MIS platforms: TradeStation (Stock & Options), and Meta Trader (FX), Xero, TransferWise.
I trade cryptocurrencies (Bitcoin, Nem) on Blockchain. I understand Balance Sheets (P&L, PNL), and Financial Ratios. I've implemented Payment Gateways (PayPal, Allied Wallet, Authorize.net, Cash On delivery, POS). Cost Estimates (Bottom-Up, PERT), Performance Evaluation (KPI), Ratio Analysis (ROI, ROE, ROIC, Cash Flow, Liquidity, Efficiency), NPV . Zero Based Budget, Break Even & Marginal cost analysis.

Loans

In 2013 I secured term loans to Levaweb with Fundingcircle, and in 2015 I did the same for ECU Solutions.
I'm familiar with the following P2P Lending platforms:

zopa.com (ISA enabled, and FCA approved) up to £25k
upstart.com up to £50k
fundingcircle.com (SME, unsecured loans) up to £500k

Risk & Best Practices

I manage risk with Agile practices, SWOT, RAID, EMV, Sensitivity & Fishbone analysis (Monte Carlo, MTV), and Agile practices. I currently advocate several techniques like BDD, TDD, DDD (Domain Driven Development), SOLID principles, CQRS (Command Query Responsibility Separation), and Evolutionary Architecture to reduce technical debt, make the best use of the Team's skillset, and maximize their creativity and productivity.

HR & Talent Development

Talent Acquisition, Development and Performance monitoring for AllData, Canarie Itl, Levaweb, and Wipro
Distributed Teams: I managed high-profile (joint venture) projects with virtual teams between Bangalore & Singapore and more recently between Dublin & Ukraine and between UK, DE, NL, PT. At the present I'm managing virtual teams based in EU (Germany, Portugal, UK) for a large project with a global leader in Logistics.

Marketing & eCommerce

As Scrum Master I managed the following eCommerce websites based on Magento: euroresina.it (B2B), peregoeperego.it (B2B) and shopalldata.it (B2B) based on Prestashop platform. As developer (Levaweb 2006-2014) I've developed 10+ websites (B2C) with Prestashop eCommerce platform. Prestashop and Magento are competitors of Websphere and Hybris eCommerce.
Since 2015 I've managed the delivery of Marketing digital assets for Astrazeneca (Luton,UK). I liaise with agencies, Project Managers, and brand teams. In 2014 I managed the marketing Team at SourceDogg (Dublin), using tools like Marketo, Maulic, Balsamiq (UXD), Google AdWords, SEO & Google Tag manager. I've organized Marketing Campaigns for AllData between 1990-98 and 2007-14. I've done data mining and prepared meaningful dashboards for the upper management (C level).

Multi-channel CX   (Customer Experience)

During my role as Marketing Manager at SourceDogg, I've used Marketo to align marketing campaigns with the company's CRM, and UserVoice to support our customers and collect relevant data for further insight with business analysis tools.
I've also helped to improve the CX with few prototypes created with Balsamiq. For Alldata and its online shop shopalldata.it, I've managed marketing campaigns, social media, forums entries, web chats, and phone communications by reviewing and improving the existing business processes. I've also updated the ISO 9001quality system with new procedures related to these activities. During the same period I've also developed a Thin-Client interface for SugarCRM to access our CRM optimized for any mobile device.

Business Analysis & Business Change

BA since 1994 applying the principle of Change Management and CI (Continuous Improvement) and using UML tools like Visual Paradigm, Enterprise Architect, and Visio. While working with SQS (2014-15) I've been involved in BA role with TNT (Birmingham) for 2 large projects: VAS (Rating & Invoicing) and Salesforce CRM a large business transformation project. I use INVEST to create quality user stories. I also specialized in Change management (transitional & transformational) and transitioning projects from Waterfall to Agile processes (like Scrum or SAF). I use daily BPMN 2.0 notation and below you'll find the link to my course for IBM Blueworks BPM.

Many of my project from Alldata (IT) , Levaweb (IT) , TNT (UK) and Astrazeneca (UK) were Business Transformation projects were Business Change was an important step towards success. I prepared the Sustainability and Transformation Plan (STP) and helped defining the Strategic targets. Change Management is a value in Agile philosophy and I managed it also in traditional (waterfall) projects by ensuring all stakeholders are involved at the earlier stage of the project. Change Management is the key to improve, and I always enjoy stimulating the team to embrace change rather than to suffer it.

LMS tools

I've designed the software architecture of Fempton Institute of Natural Medicine, and used: eFront, ILIAS, Moodle, Adobe Captivate, Camtasia, Active Presenter, and I've published several interactive courses online. While in Milan, I've designed Iside website, an LMS eCommerce system based on LAMP.
For Astrazeneca GCA (Global Commercial Academy) in UK, I've provided eLearning modules based on Captivate and iSpring for their global training project.

Technical Capability

Technical Skills

PHP: OctoberCMS (Laravel), Oracle NetBeans, CodeIgniter, SMC, XDebug, Google+ API, GAnalytics API.
ASP.NET , VB.NET , C# :VS2012, LINQ, WCF, WPF, ReSharper, CodeMaid, DotNetNuke (CMS), Umbraco (CMS), Kartris (eCommerce), WebMatrix. Java : Eclipse, JUnit, Jersey, EasyMock, RCP, SWT Designer, Derby. ASP, C , Python, JavaScript, JSON, XML, XSLT, HTML5, DHTML, CSS3, AJAX, SQL, T-SQL, UML, SOAP, WSDL, REST, XML-RPC, Assembler, Clipper, VB6, VBS, VBA, VFP, IP Networking & VPN, IVR (Audiocodes), RSS (data feeds), Server Backup, MSAccess.
ZTech (ZT8201) test equipment for RF Testing of 802.11a, Digital pre-distortion (DPD), FFT, Power Amplifier WLAN testing and error vector magnitude (EVM) with constellation diagrams. Testing ARM7-11 (RISC, AMBA) & Cortex family. Designed a CAN BUS controller with: FT232 (FTDI) & SJA1000 (NXP). NI RS232, 422 & 485 systems, and currently writing the code to access the Flash memory in ECU (Bosch, automotive) through the OBD port. Blowfish (Symmetric-key algorithm encryption).

• Object Oriented Software Design and Development, Internationalization (I18N, Multilingual apps), B2C solutions
• RDBMS Database Design and Development, RAID configuration & management
• Software Design Patterns, Dependency Injection , UML.

Technical Tools & Standards

SW PROTECTION & LICENSING: Aladdin HASP, Techne, ionCube , MD5, BlowFish, SSL Certificates, Symantec Endpoint Encryption. VeraCrypt.
SDLC , STANDARDS: Agile Scrum, XP (DSDM), RUP, Waterfall (SSADM), ITIL V3, Lean Kanban, Stage-Gate, Zachman, TOGAF, W3C, ISO9001, 3GPP, IETF, GSMA. CLOUD Computing: Amazon Web Services (AWS) EC2, RackSpace, Microsoft Azure, iCloud (Apple), Google Apps, SkyDrive (Microsoft), QuickBase, Hadoop, Filezilla (FTP, SFTP) PROGRAMMING TOOLS: PyScripter (Python), ZendStudio, Eclipse, Oracle NetBeans, PhpStorm, DHTML, IIS, PhpED, Dreamweaver CS5, Swish (Flash), PSPICE, MySQL, Toad, PostgreSQL, MSSQL Server2010-12, SQL Report Builder (ETL, SSRS), SQL Server Management Studio, (UML, BPMN, ERD, ERM): Enterprise Architect, Visio, Visual Paradigm.

CMS (Content Management Systems) : MODx, Concrete5, Joomla, Drupal, Typo3, Wordpress, PyroCMS (Open Source) Sitecore Desktop, Umbraco, DotNetNuke. (Agile Bug tracking, ALM): BugGenie , Bugzilla, JIRA, Confluence, Balsamiq, GIT Extensions, GITHub (SVN). MongoDb (NoSQL) for PHP, GroceryCRUD (CI), CarboGrid(CI), RESTClient, Web Developer Tools (Firefox), XAMPP (Apache, Tomcat), Visual Studio2010-12, Matlab, Simulink, Blender (3D modeling), 123D Catch (AutoDesk 3D Tool), Installhield, Inno Setup, Pegasus Mail Server, Notepad++, Balsamic, Balsamiq, Swish (Flash) , Photoshop CS2, Adobe Illustrator, Foxboro IA series (DCS system), EasyPC, P-Cad, Protel, Pulsonix, Cadence, Tango, Circuit Maker (EDA , CAE), PCB Layout, Simulation & Signal Integrity (Altium DX 2013, OrCAD, ModelSim, PSPICE), Lattice ISP, Xilinx ISE, Altera MaxPlus II, ModelSim (PLD-FPGA Tools), PSpice , EasySpice (Circuit Simulation, Mixed mode), DasyLab, HASP (software protection), Crystal Reports (ETL, SSRS), OpenSCADA, Adobe InDesign, Adobe Premiere, Power Director, IBM SPSS 2.0 (Data Analytics, CDMS), Audacity (Audio Editor), AutoCAD, Microstation, Comodo-Firewall, Google Analytics, Mobile: Moborobo, Kindle, Kies, CrazyTalk, PowToon.

FRAMEWORKS: NET, CodeIgniter, JQuery, Bootstrap2-3-4, Smarty, Apache CXF, SWT Designer, Entity Framework (ADO.NET) **OS :** Linux Wine, Ubuntu, MAC iOS, MS Windows Administrator (All versions including MServer 2003).

HARDWARE TEST: Customer Selex ES (Defense): tested Power Amplifier WLAN RF (WiFi) 802.11a with ZTech-ZT8201 test station for 3g/4G wireless. Digital pre-distortion (DPD), FFT, error vector magnitude (EVM). The equipment was also tested on premises (CPE).

Software Development

Developer for Olivetti and Levaweb (Digital Agency). Web Design , desktop Applications (Windows, NET), EMS (Electronic Manufacturing Systems) & Automation AOI (Automatic Optical Inspection), Security and Rights Management (Aladdin, Techne Security), Data Loss Prevention (DLP - Acronis True Image), PCB (Production line Cutters), ATE (Automatic Test Equipments for Defense applications). eCommerce and Live streaming (Youtube) apps. OAuth, SSO (cookies) Video content management, banners & advertising, Social media. API-Centric & SOA web development. I've used .NET components from Telerik & DevExpress.

Publications, Seminars

Publishing Industry

Between 2007-2016 I've published 20+ books and I've worked with top publishers delivering end-to-end projects, including: Amazon, CreateSpace, Blurb, and Lulu. I use world class publishing tools like Adobe Indesign, Photoshop, Premiere, and Captivate. PowerDirector, Camtasia Studio, Media Encoder, Active Presenter, iSpring, and several Video Conversion tools.

- Anatomy Physiology & Pathology (2016)
- Nutrition Lifestyle & Psychology (2016)
- Biology Microbiology & Genetics (2016)
- Massage Ayurveda & Traditional Chinese Medicine (2016)
- Advanced Iridology (2016)
- Numerical calculation of planar structures (Statics) , SHAUM , Milan 1989
- Speech Recognition of lips movements, Politecnico of Milan, 1990
- Prestashop for Developers (eCommerce, Amazon - 2012)
- Advanced Stress Management (Amazon - 2013)
- Real Scrum & Beyond (Amazon, 2014)
- Prestashop for Developers (1.3, eCommerce, PHP, Amazon - 2014) - open source contributor
- Prestashop MVC for Developers (eCommerce, PHP, Amazon – 2014-2018) - open source contributor
- Joomla for Developers (CMS, PHP, Amazon – 2016-2018) - open source contributor

Life Sciences

Nutritionist, Pharmacy Management (HIMS), NHS (India), Web Development and GMP for nutrition supplements. Biology (Glucose-Insulin Response - Matlab), Image Processing (ID round objects - Matlab), PACS (eFilm), HL7 (QuickViewHL7) BioInformatics (Protein Analysis - Matlab). Dialysis Systems, Multiple Sclerosis & ECMO projects (see Project Management)

Teaching Experience

- Electronic Technologies - ITIS Galileo, Milan, 1990-1991
- Applied Electronics - Freud Institute, Milan, 2006
- Defense (ITA, PAK, IND, MLY): Conducting Trainings for Test Engineers (Hw/Sw, 1995-2014)

Personal

- Nutrition Advisor - NHC (UK), Anatomy, Physiology & Pathology - AAPA (UK)
- Head of social services & System Administrator - No Profit - SSS Organization (India, Milan 1996-2006)
- Writer, Martial Artist: Karate, Judo, Tai Chi . Yoga teacher, Guitar player
- Tech-Blogs, Installing new Software and exploring new technologies.
- Financial Trader (Futures, Stock, Forex [FX]) with MultiCharts , TradeStation & NinjaTrader