

# federico moretti.

SOFTWARE DEVELOPER

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## SUMMARY

Software developer with over 5 years of experience creating solutions using HTML, CSS, and JavaScript. Skilled in agile methodologies, stakeholder communication, and risk management. Adept at improving processes and aligning project objectives with strategic goals.

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## EXPERIENCE

### Covisian

Professional Services Expert

Milan, Italy

March 2022 - Ongoing

- **Development** – Created video, voice, and chat solutions for internal and external contact centers using Smile.CX Interaction, enhanced by NLU and Gen AI LLM chatbots based on Smile.CX Gaia by EsoSphera.
- **Project Management** – Facilitated seamless transitions between CTI platforms, such as IFM Infomaster, Genesys, and Amazon Connect with a waterfall approach in EMEA (especially for Italy and East Europe) and LATAM markets.
- **Support** – Provided Level 3 support for product customizations in Angular v8.x+, Vue.js v3.x, Next.js (React), and Stencil.js.
- **Analytics** – Developed BI dashboards using Amazon QuickSight.

### EsoSphera (Covisian Group)

Software Developer

Treviso, Italy

October 2024 - Ongoing

- **Development** – Created video, voice, and chat solutions for internal and external contact centers using Smile.CX Pro, enhanced by NLU and Gen AI LLM chatbots based on Smile.CX Gaia.
- **Support** – Provided Level 3 support for product customizations in Node-RED.

## Vivocha (Covisian Group)

Customer Success Manager

Milan, Italy

January 2021 - Ongoing

- **Development** – Created video, voice, and chat solutions for internal and external contact centers using Angular v2.x+ and chatbots built with either AWS Lambda, Dialogflow ES v2.x, or ChatGPT v3.5+. Customized native mobile applications with Cordova and Ionic.
- **Project Management** – Managed project evolution with clients, including estimating and scheduling releases, drafting functional documents, editing Gantt charts, attending UATs meetings, etc. with either an Agile/Scrum or a waterfall approach depending on the customers' needs.
- **Support** – Provided Level 3 support for product customizations in Angular v8.x+, Vue.js v2.x/v3.x, and Stencil.js.
- **Analytics** – Developed BI dashboards using Kibana v6.x and conducted customer training on Elasticsearch and Kibana v6.x+ as well.

## Digitiamo

Front-End Developer

Varese, Italy

June 2020 - December 2020

- **Development** – Developed the user interface for AI Know You (AIKU): a pioneer SaaS solution designed to enhance customer service through NLP using Vue.js v2.x.

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## EDUCATION

### University of Milano-Bicocca

Master's Degree (MSc), Communication of Science and Sustainable Innovation

### University of Insubria

Bachelor's Degree (BSc), Communication Sciences

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## SKILLS

Agile • Angular • Artificial Intelligence • AWS • Back-End Development • Business Intelligence • Docker • Front-End Development • Google Cloud Platform • Kanban • Jira • Large Language Models • Natural Language Processing • Node.js • Programming • Project Management • Prompt Engineering • React • Sass • Scrum • SCSS • Serverless • TypeScript • Vite • Vue.js • Waterfall