

federico moretti.

SOFTWARE DEVELOPER

Varese, Italy • hello@federicomoretti.it • (+39) 351 819 2487

EXPERIENCE

Covisian

Professional Services Expert

Milano, Italy

March 2022 - Ongoing

- **Development** – Enhanced homegrown solutions, such as Smile.CX Interaction (FKA Vivocha) and Studio.CX (AKA n8n), engineering additional features in JavaScript via Lambda functions powered by Express, handling AWS services like DynamoDB and Secrets Manager among others.
- **Support** – Provided Tier 3 support for product customizations of homegrown and/or outsourced solutions built in different JavaScript frameworks such as Angular, Next.js (React), Stencil.js, and Vue.js. Helped colleagues from Tiers 2 and 1 solve the most complex issues.
- **Project Management** – Facilitated seamless transitions between existing CTI platforms, such as Amazon Connect, Genesys, and IFM Infomaster, etc. to Smile.CX Pro. Organized, planned, and monitored the SIT and UAT phases of projects for clients based in Italy and East Europe.
- **Business Intelligence** – Built analytics dashboards to monitor clients KPIs in an internal instance of Kibana and/or on QuickSight, serving SQL data to Aurora for AWS. Audited customers conversations by implementing speech analysis and NBA services.

EsoSphera (Covisian Group)

Full-Stack Developer Expert

Treviso, Italy

October 2024 - Ongoing

- **Leadership** – Led a 3-member global team, boosting collaboration across Italy, Iberia, LATAM, and US markets on implementing homegrown solutions for BPO. Organized lectures and interactive lessons in English to provide on-the-job training.
- **Development** – Engineered AI-driven video, voice, and chat workflows for contact centers, integrating Node-RED, n8n, and NLU- or LLM-based chatbots in Smile.CX Gaia by EsoSphera with JavaScript, Python, PostgreSQL, and Redis on AWS.

Vivocha (Covisian Group)

Milano, Italy

January 2021 - June 2025

Software Developer · Customer Success Manager

- **Development** – Realized video, voice, and chat product customizations as Professional Services Expert, primarily in Angular, for B2B customers. Served on demand additional features to the core by deploying Lambda functions powered by Express, using different AWS services like DynamoDB and Secrets Manager.
- **Support** – Gave Tire 3 support for homegrown solutions powered by third party JavaScript frameworks such as Angular, React, Vue.js, Cordova, and Ionic. Provided consultancies on implementing private or public SDKs and APIs for external integrations.

Digitiamo

Front-End Developer

Varese, Italy

June 2020 - December 2020

- **Development** – Built the user interface for an MVP of AIKnowYou, a pioneer SaaS solution designed to reimagine customer support through AI assistants, using Vue.js and Auth0. Set agents based on Dialogflow ES in GCP (Google Cloud Platform) up for Vivocha.

EDUCATION

University of Milano-Bicocca

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

Thesis · “La comunicazione esterna delle aziende sanitarie locali e delle strutture di ricovero sulle reti sociali telematiche” (transl. “External communication of local health agencies and inpatient facilities on telematic social networks”)

University of Insubria

Bachelor's Degree (BSc), Communication Sciences

Thesis · “Intelligenza artificiale: linguaggio e comunicazione dalla combinatoria alle reti neurali” (transl. “Artificial intelligence: language and communication from combinatorics to neural networks”)

SKILLS

Agile • Artificial Intelligence • Back-End Development • Business Intelligence • Cloud Computing • Customer Success Management • Front-End Development • Full-Stack Development • Kanban • Large Language Models • Natural Language Processing • Programming • Project Management • Prompt Engineering • Scrum • Waterfall