federico moretti.

SOFTWARE DEVELOPER

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

SUMMARY

Seasoned software developer with a career spanning back to the early '90s and over 5 years of recent hands-on experience building web solutions using HTML, CSS, and JavaScript, primarily in the BPO sector. Proficient in agile development frameworks, cross-functional collaboration, and stakeholder engagement. Known for streamlining workflows, managing project risks effectively, and aligning technical efforts with broader business strategies to drive measurable results.

EXPERIENCE

Covisian
Professional Services Expert

Milan, Italy
March 2022 - Ongoing

- **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.
- **Analytics** – Developed BI dashboards using Amazon QuickSight.
- **Support** – Provided Level 3 support for product customizations in Angular v8.x+, Vue.js v3.x, Next.js (React), and Stencil.js.
- **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.

EsoSphera (Covisian Group)
Full-Stack Developer Expert

Treviso, Italy
October 2024 - Ongoing

- **Leadership** – Leading a group of three resources to establish a global office between Italy, Iberia, LATAM, and the United States.
- **Support** – Provided Level 3 support for product customizations in Node-RED.

- **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.

Vivocha (Covisian Group)
Milan, Italy
January 2021 - June 2025

Customer Success Manager

- **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.
- **Analytics** – Developed BI dashboards using Kibana v6.x and conducted customer training on Elasticsearch and Kibana v6.x+ as well.
- **Support** – Provided Level 3 support for product customizations in Angular v8.x+, Vue.js v2.x/v3.x, and Stencil.js.
- **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.

Digitiamo
Varese, Italy
June 2020 - December 2020

Front-End Developer

- **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.

EDUCATION

University of Milano-Bicocca

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

University of Insubria

Bachelor's Degree (BSc), Communication Sciences

SKILLS

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