IT CRM Analyst

4+ YEARS OF EXPERIENCE

Summary

📍 Milano (IT)

📞 340 069 0793

✉ gatto.francesco.90@gmail.com

Education

2014	Bachelor Degree in Computer Science - University of Padova.
2010	Scientific High School Degree - Scientific High School Jacopo da Ponte

Accomplishment

KIKO S.p.A., Bergamo (BG)   03/2018 – now

Intervention: **IT CRM Analyst**

- Working in the IT department, managing CRM projects. My focus is to provide the Business with solutions to their needs, analyze requirements, define IT scopes, commit suppliers and bring projects to delivery. Main project:

  - ***SALESFORCE CRM***
    Integration of Salesforce inside KIKO's architecture, moving from MS Dynamics to Service Cloud. I had the opportunity to manage the software lifecycle, taking part actively during the analysis phase, attending to technical solutions about architecture and systems integration, assisting during SIT and UAT tests. This project made me grow my Business Analysis experience concerning CRM stream, but it also required me to keep technical knowledge in order to "dirty" my hand when necessary.

- Best acquired knowledge and skills:

  - Salesforce & CRM projects, working closely with Business teams;

  - focus on deliveries, respecting milestones and deadlines;

  - technical involvement into systems architecture & integration

  - agile teams working & project managing;

  - ticketing system and continuous documentation.

Amaris, Milan (MI)   03/2017 – 02/2018 [1 year]

Intervention: **Front-end/Back-end developer**

- IT-Consultant, involved both in application maintenance and developments on e-commerce websites. Activities comprised managing ticket to report and resolve bugs, implementation of new features, team analisys for new projects.

- Best acquired knowledge and skills:

  - team working, documentation and ticketing system;

  - SAP Hybris platform + Magnolia CMS;

  - Languages: JavaScript, JQuery, Knockout.js, CSS, HTML, XML, MySQL;

  - Tools: OpenLDAP, Tomcat, Git, Jenkins, JMeter, Linux.

S.N.M.S. Cesare Pozzo, Milan (MI)   05/2014 – 03/2017 [2 years 10 months]
Intervention: **Front-end/Back-end developer**

- In charge of maintenance and development of firm's websites. I created and managed web applications for the intranet, first of all a CRM developed ad hoc, with web services to connect it with the core mainframe.
- Best acquired knowledge and skills:
    - PHP/Twig;
    - CSS/CSS3;
    - JavaScript, JQuery, AJAX;
    - XHTML/HTML5;
    - XML/SOAP;
    - MySQL.

Languages

English	Fluent
Italian	Mother Tongue
Deutsch	Fair

More info

Linkedin	https://it.linkedin.com/in/francesco-gatto-250a515b