Marco Lupia

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PROFESSIONAL EXPERIENCE

Deloitte   08/2021 – present
Analyst   Rome, Italy
- Performed data analysis and architectural implementation of tag managers using Web Analytics tools
- Collected and analyzed customer's tracking requirements and produced documentation
- Created customized dashboards and reports through data visualization platforms
- Conducted experience personalization and A/B testing activities

Reply   01/2021 – 08/2021
Consultant   Rome, Italy
- Full stack development using Angular (*JavaScript*), ASP.NET Core (*C#*), EF Core, Microsoft SQL Server
- Produced customer facing documentation, processed requirements according to client needs
- Supervised the development of a cloud platform to manage 13.000+ office employees, including reservations, reports, alerts, financial revision for a primary consultancy firm
  - Configured Azure Infrastructure, DevOps pipelines, Azure Functions deployed with ARM templates
- Worked with a leading Italian luxury brand on a corporate platform to administer 20.000+ business users and commercial partners worldwide
  - Identity and access management, Active Directory, Azure AD B2C, MFA
- Collaborated with a member of the International Olympic Committee on a mobile app to promote sport events, sell products and find sport facilities
  - Back end development of REST APIs with Swagger docs and microservices with AKS containers
- Helped a major company in the eyewear industry to improve the customer experience of contact centers
  - Azure Function to sync data between Genesys PureCloud and Microsoft SQL Database
- Presented a real time traffic monitoring solution using AI, Custom Vision, Live Video Analytics, Power BI

Sapienza University of Rome - Department of Computer, Control and Management Engineering   09/2020 – 12/2020
Software Engineer   Rome, Italy
- Developed *SmartRPA* ⧉ , an open source Robotic Process Automation Python tool to record user actions into UI logs and automatically generate executable RPA scripts for software robots
- Collaborated with a team of 3 people, designed process mining algorithms to solve complex problems
- Presented work at RPA Forum of 18*th* *Int. Conference on Business Process Management* in Sevilla, Spain

EDUCATION

Master of Science in Engineering in Computer Science   12/2018 – 07/2020
Sapienza University of Rome   Rome, Italy
Bachelor of Science in Computer and System Engineering   10/2015 – 12/2018
Sapienza University of Rome   Rome, Italy

SKILLS

Languages: Python, JavaScript, TypeScript, Java, C#, C, SQL, Swift, Scala, Ruby, Assembly

Frameworks: ASP.NET Core, Entity Framework Core, Spring, Angular, Node.js, Ruby on Rails, Flutter

Databases: Microsoft SQL Server, MySQL, PostgreSQL, SQLite, MongoDB, Firebase Realtime Database

Web: Full stack development, HTML, CSS, jQuery, Bootstrap, REST and SOAP APIs, Swagger, Postman

Web Analytics: Adobe Experience Cloud, Google Marketing Platform, Tealium tag manager

Automation: Business Process Management, Robotic Process Automation, Process Mining, Process Discovery, Selenium

Project Development: Agile methodologies, Git, DevOps, CI/CD, Microservices, Microsoft Office, ER Model, UML, LaTeX

Other: Cloud Computing (*Microsoft Azure, Amazon Web Services*), Virtual Machines, Docker, Maven, Gradle, Numpy, Pandas

CERTIFICATES

Microsoft Certified ⧉ (AZ-900) | **EF SET English** ⧉ (C2 - *Proficient*) | **Cambridge English** (C1 - *Advanced*)

Fundamentals of Digital Marketing ⧉ | **Google Analytics** ⧉ | **Google Campaign Manager** ⧉

PUBLICATIONS

SmartRPA: A Tool to Reactively Synthesize Software Robots from User Interface Logs ⧉   06/2021
33rd Int. Conf. on Advanced Information Systems Engineering (CAiSE Forum) - Springer

Automated Generation of Executable RPA Scripts from User Interface Logs ⧉   09/2020
18th Int. Conference on Business Process Management (RPA Forum) - Springer

LANGUAGES

Italian (*Native speaker*) | **English** (C2 - *Proficient*)

INTERESTS

Problem Solving | Teamwork | Project Management | Risk Management | Log Analytics | Data analysis | UI/UX