Marco Romano

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Senior Java Developer

Senior Java Developer | Expert in IVR Systems | Proven Leader in System Integration & Optimisation

I am an experienced IT consultant, Java/Groovy developer, and system integrator with over five years at DS Group, supporting Sky Italia. I specialised in designing and maintaining advanced customer service IVRs, handling 60,000 daily calls for 4 million customers. I work within a consulting team of up to 10 members, part of a larger team of 30, including client employees and other consultants. My expertise includes automating dynamic menu creation, refactoring code for improved readability and maintainability, and co-developing a unit testing framework for Groovy scripts. I have resolved thousands of vulnerabilities and optimised memory usage, significantly enhancing application performance. I have led the integration of Sky WiFi services and the porting of B2B IVRs, delivering efficient solutions that reduced customer profiling time and improved user experience. I maintain comprehensive technical documentation and use graphical tools to ensure clarity within the team. As collaborative team player and mentor, I support the onboarding and development of new team members, contributing to increased productivity and team flexibility. I hold certifications in Java Full Stack and Backend Development, and my technical skills include Java, SQL, JavaScript, HTML, Bash, Groovy, and Python. I am committed to continuous learning and ready to contribute to innovative projects within a forward-thinking organisation.

Areas of Expertise

Java (Expert)	Tomcat (Proficient)	Python (Intermediate)
Groovy (Expert)	Git/SVN (Proficient)	Gradle (Intermediate)
Spring Framework (Expert)	Maven (Proficient)	Jupyter (Intermediate)
REST APIs (Expert)	WebSocket (Proficient)	Jenkins (Intermediate)
XSLT (Expert)	JavaScript (Intermediate)	C++ (Beginner)
SQL (Proficient)	HTML (Intermediate)	Optimisation
Linux OS (Proficient)	Bash (Intermediate)	Continuous Improvement

Key Soft Skills

- **Communication** – Excellent in effective, professional and positive communications both written and verbal at all levels of organisation, actively listening and relationship building.
- **Attention to Detail** – Dealing with ambiguity, stressful, high pressure, strenuous changing environment, adaptable when requirements change and thorough in review of finance data. Self-aware, and understand others' emotions and perspectives.
- **Problem-solving –** Strong problem-solving and analytical skills, displays a practical approach to solving problems such as being adaptable and resourceful in finding solutions is vital in a dynamic engineering environment.
- **Time Management & Decision-Making Skills -** Ability to meet deadlines, prioritise tasks, allocate resources effectively, and make sound decisions, leading to increased productivity, efficiency, and overall success of the project.
- **Organisational Skills –** The ability to maintain organised and accurate documentation and to manage multiple projects and tasks in an efficient and effective manner.

Work Experience

DS Group S.p.A, Milan, Italy
For 30 years, DS Group has created bespoke digital solutions for various industries and luxury brands, focusing on innovation and customer-centric technology with 200 digital engineers in Milan and Rome.

IT Consultant, Java Developer, System Integrator   **FEBRUARY 2019 – TO DATE**

Development and Feature Implementation
- Maintained, refactored, and developed new features for internal and external applications, including Java SpringBoot web applications and Groovy scripts for business logic, resulting in the seamless handling of 60,000 daily calls.
- Automated dynamic menu creation via REST in a SpringBoot app, reducing development effort by 80% and release effort by 90%, translating to a saving of approximately 120 man-hours per month.

- Regularly refactored Java and Groovy code, reducing lines of code by 40-50% and development effort for updates by 50%, leading to a 25% increase in development speed and 30% reduction in bugs.
- Co-developed a Java-based unit testing framework for Groovy scripts using JUnit, enhancing testing efficiency with parallel load tests, CSV input/output, runtime configuration, and no-regression testing, increasing testing coverage by 60%.

Maintenance and Performance Optimisation
- Performed regular updates and patches, monitored resource consumption, and resolved critical performance issues such as memory leaks and vulnerabilities, reducing downtime by 40%.
- Collaborated in resolving 6,000 vulnerabilities by updating libraries, Java versions, and Tomcat dependencies for Java SpringBoot applications on Red Hat Enterprise OS, enhancing system security by 85%.
- Reduced memory usage in a Java SpringBoot application from 4GB to 800MB by refactoring certificate and configuration loading during dual authentication, achieving a 400% improvement in memory efficiency.

Requirements Analysis and Solution Design
- Led the integration of Sky Italia's new internet service customers, creating two new main IVRs and redesigning CRM integration for new entities and hybrid bundles, resulting in an expansion of client's customer base by up to 1 million users and improving system flexibility by 30%.
- Optimised customer profiling, reducing recognition time from 90 seconds to 30 seconds by modifying profiling flows and making backend calls asynchronous, enhancing user experience and reducing wait times by 66%.

Agile Cost Reduction Initiative
- Participated in an agile project led by McKinsey, achieving a 20% reduction in operator transfer, repeated call, and transferred call costs, along with a 10% reduction in automated SMS costs, resulting in approximately €850,000 in annual savings.

Documentation and Knowledge Management
- Regularly maintained a Confluence wiki detailing the functionalities and branches of IVR flows managed by our team, facilitating communication with functional analysts and business stakeholders, improving workflow efficiency by 35%.
- Introduced Draw.io and Microsoft Visio for designing flows and business logic, enhancing clarity and communication within the team by 40%.
- Maintained technical documentation for backend API integrations and technical specifications for internal SpringBoot applications, ensuring up-to-date and accurate information for development and maintenance, reducing onboarding time for new developers by 30%.

Team Collaboration and Mentoring
- Assumed greater responsibilities, becoming capable of substituting any team member in roles of analysis, development, and testing, contributing to a 30% increase in revenue for the DS Group team at Sky Italia over five years, equating to an additional €200,000 in annual revenue.
- Mentored junior developers, guiding them from basic knowledge of Java and Groovy to independently handling development and testing tasks, doubling their efficiency in completing tasks within three months, contributing to a 50% increase in their productivity.

Education

Java Backend Developer (Spring Boot) | Hyperskill & JetBrains Academy | 2024
Java Full Stack Developer | Hyperskill & JetBrains Academy | 2024
Data Science and Machine Learning | Neural Academy | 2023
Java Full-Stack Development | Formatemp & DS Group | 2019
Master's of Science Degree in Quantum Information Physics | University of Rome | 2018
Bachelor's of Science Degree in Physics | University of Rome | 2015

Personal Details

Languages: Italian, English (C1)
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