



SIMONE BITTI

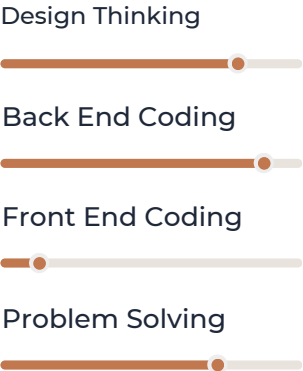
SENIOR SOFTWARE ENGINEER

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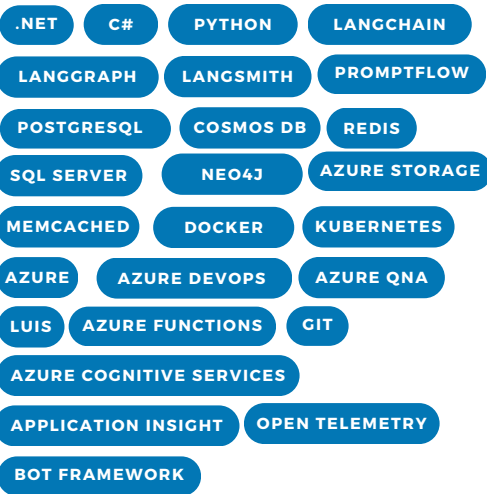
PROFILE

Senior Software Engineer specializing in AI-powered solutions and large-scale chatbot architectures. Experienced in backend development with .NET and Python, with a strong focus on scalable cloud infrastructures (Azure), DevOps automation, and knowledge engineering. Passionate about clean code, continuous learning, and building intelligent systems that solve real-world problems. Adept at collaborating across cross-functional teams to drive innovation, deliver high-impact features, and ensure technical excellence.

SKILLS



TECHNOLOGIES



EDUCATION

July 2015
High School Diploma in Computer Science –
Odone Belluzzi Technical Institute

November 2025

- Cypher Fundamentals
- Neo4j Certified Professional

September 2015

- MOC 10264 - Developing Web Applications with Microsoft Visual Studio 2010.
- MOC 20462 - Administering Microsoft SQL Server Database.
- MOC 20466 - Implementing Data Models and Reports with Microsoft SQL Server.

Senior Software Engineer

Vodafone | November 2021 - Ongoing

- Developed AI chatbot solutions using Microsoft Bot Framework with LUIS and, more recently, Python frameworks such as LangChain and LangGraph, also integrating Azure OpenAI Services for LLM-based reasoning.
- Built retrieval pipelines (RAG) using vector databases such as Neo4j and Azure AI Search, and developed knowledge graphs based on internal documentation and proprietary knowledge bases to enable contextual reasoning over enterprise data.
- Created Azure DevOps pipelines for continuous deployment of chatbots.
- Used Azure Functions to improve chatbot functionality.
- Utilized relational and non-relational databases (PostgreSQL, Cosmos DB, Azure Storage) for structured data management, selecting the most appropriate storage solution based on specific feature requirements.
- Implemented caching layers with Redis and Memcached to optimize performance and reduce latency across chatbot services.
- Used Docker and Kubernetes to improve portability and scalability.
- Integrated Azure Cognitive Services to enhance chatbot functionality and enrich user experience.
- Used Datadog, Application Insights, OpenTelemetry and Langsmith for monitoring and logging of chatbot and backend services.
- Participated in code reviews and testing to maintain software quality standards.
- Provided training assistance to team members on the adoption of new technologies and processes.
- Managed application secrets and credentials using Azure Key Vault.
- Exposed and secured APIs with Azure API Management (APIM).
- Configured and maintained Asterisk-based IVR systems and integrated them with chatbots using APIs and custom scripts.
- Implemented socket-based communication protocols for real-time data exchange between client and server applications.
- Developed applications that utilize TTS and STT technologies for voice-enabled interactions.
- Made significant contributions to open-source projects on GitHub through active participation in issue tracking, bug fixing, and feature development.
- Managed work items, sprint planning, and project tracking using Azure DevOps Boards and Jira as part of Agile development processes.

.NET Software Specialist - Consultant at Vodafone

Modis | May 2020 - November 2021

- Refactored chatbot projects, migrating from Bot Framework 3 to Bot Framework 4 using clean code principles.
- Developed and maintained unit and integration tests, increasing overall test coverage and ensuring code reliability.
- Applied design patterns (such as Decorator, Dependency Injection, Singleton, Options) to improve architecture and scalability.
- Used CI/CD pipelines for automated testing and deployment, contributing to faster release cycles.
- Collaborated with cross-functional teams for requirements analysis and technical design.
- Enhanced application performance through bug resolution, code optimization, and thorough testing.
- Integrated existing systems with third-party services using APIs and web services.
- Actively participated in project meetings, providing input and suggestions to improve development processes and meet delivery objectives.
- Developed unit tests using xUnit and Moq to verify business logic and mock dependencies effectively.

LANGUAGES:

- Italian: C2
- English: B2

Freelance Developer

September 2019 - May 2020

I designed and developed web and mobile applications (Android and iOS) using .NET Core and Xamarin Forms. My responsibilities included:

- Building and maintaining web applications with ASP.NET Core.
- Designing and implementing REST APIs with ASP.NET Web API.
- Developing cross-platform mobile apps for Android and iOS using Xamarin Forms
- Creating and managing SQL databases with Microsoft SQL Server
- Implementing secure user authentication and application access with OAuth 2.0
- Leveraging Firebase (Firestore and Authentication) for web app development
- Managing the release and deployment of web and mobile applications to respective app stores (Google Play, Apple App Store, web hosting environments)
- Collaborating closely with clients to analyze requirements and translate them into technical specifications

FullStack Developer

Progel | *September 2015 - September 2019*

Worked on the development and maintenance of healthcare web applications, with a focus on back-end services. Key responsibilities included:

- Designed and maintained web applications using .NET Framework and .NET Core in VB.NET and C#.
- Developed REST and SOAP services to integrate third-party systems and internal platforms.
- Maintained and extended SQL Server databases by creating and updating schemas, tables, views, and stored procedures to support new features.
- Built and maintained front-end components using HTML, CSS, TypeScript, and React.
- Collaborated within an Agile team, using Azure DevOps for sprint planning and task management.
- Used TFS and later Git for version control.