

SIMONE BITTI

SOFTWARE DEVELOPER

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PROFILE

Software Engineer with a strong dedication to learning and improvement. Skilled in applying the Agile methodology to deliver high-quality products, passionate about all technologies and always eager to learn and stay up-to-date with the latest trends. Committed to collaborating with teams to achieve optimal results. Seeking to leverage my skills and experience to drive innovation and contribute to a dynamic organization focused on growth.

SKILLS

Design Thinking

Back End Coding

Front End Coding

Problem Solving

Strong Communication

TECHNOLOGIES

.NET

AZURE

C#

AZURE STORAGE

PYTHON

LANGCHAIN

LANGGRAPH

LANGSMITH

NEO4J

PROMPTFLOW

POSTGRES

REDIS

DOCKER

QNA

SQL SERVER

COSMOS DB

GIT HUB

STT

LUIS

AZURE COGNITIVE SERVICES

GIT

MEMCACHED

CI/CD

ASTERISK

AZURE FUNCTIONS

TTS

REST API

BOT FRAMEWORK

AZURE DEVOPS

OPEN TELEMETRY

APPLICATION INSIGHT

EDUCATION

July 2015

High school leaving qualification in Computer Science - Odone Belluzzi Technical Institute

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.

LANGUAGES:

Italian: C2

English: B1

EXPERIENCE

Senior Software Engineer

Vodafone | November 2021 - Ongoing

At Vodafone, I built AI chatbot solutions for both customers (TOBi) and support agents (Agent Assistant) TOBi is a virtual assistant developed with Microsoft Bot Framework and Azure services. Super Agent is an internal GenAI tool using LLMs, RAG pipelines, and knowledge graphs. I focused on scalable architectures, real-time integrations, and cloud-based deployments.

TOBi | November 2021 - Luglio 2024

- Worked in collaboration with team members to develop chatbots, utilizing the Microsoft Bot Framework and cloud-based solutions.
- Created Azure DevOps pipelines for continuous deployment of chatbots.
- Created new Azure Functions to improve chatbot functionality.
- Used Redis, Postgres, Memcached, Cosmos DB, and Azure Storages to manage chatbot data and improve performance.
- Used Docker and Kubernetes to improve portability and scalability.
- Integrated Azure Cognitive Services to enhance chatbot functionality and enrich user experience.
- 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.
- 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.

AGENT ASSISTANT | Luglio 2024 - Ongoing

- Built advanced RAG pipelines using Azure AI Search and Neo4j as vector stores for structured retrieval.
- Created knowledge graphs from internal documentation to enhance comprehension and retrieval precision.
- Developed modular Python services using LangChain and LangGraph for dynamic agent orchestration.
- Deployed and maintained flows using Microsoft PromptFlow, enabling continuous iteration and monitoring.
- Integrated Azure OpenAI services (GPT models) with secure enterprise workflows for LLM-based reasoning.

.Net Software Specialist - Consultant at Vodafone

Modis | May 2020 - November 2021

- Applied clean code principles to refactor the project, migrating it from BotFramework 3 to BotFramework 4.
- Developed unit tests to enhance the project's code maintainability and readability by increasing code coverage.
- Implemented various design patterns, including the Decorator Pattern, Dependency Injection, Singleton Pattern, and Options Pattern, to enhance the project's architecture and scalability.
- Collaborated with the development team to analyze project requirements and define technical specifications.
- 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.

FullStack Developer

Progel | September 2015 - Ottobre 2019

I was responsible for developing and maintaining healthcare web applications using .Net Framework and .Net Core and programming languages such Vb.Net and C#. This includes:

- Creating and maintaining web applications in .Net Framework and .Net Core using Asp.Net.
- Maintaining relational databases using Microsoft SQL Server (creating new tables, views, and stored procedures for data access).
- Maintaining the front-end using Javascript, Typescript, HTML, and CSS.
- Using Team Foundation Server for versioning and sharing code.
- Using Azure DevOps for task management (Scrum board).