

## Luca Bandirali | *Curriculum Vitae*

<b>Nationality</b>	Italian
<b>Marital Status</b>	Single
<b>Date of Birth</b>	20/07/1975
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### **Summary**

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I work as IT consultant since 2004, especially in Utilities and Telco industries (ENI SPA, FASTWEB SPA, VODAFONE ITALY and VODAFONE TURKEY). I began my career working on CTI Genesys Platform focusing on configuration, development, reporting, and CTI integration with Siebel CRM applications.

I worked also with Siebel itself, as customizer. During last two years I've deepened process analysis and high level functional analysis.

Before the beginning of my career as consultant, I've collected other further expertises, in particular Web design, Search Engine Optimization and Webmarketing.

My own value-added on a project is the curiosity to find new technical and process solutions to answer to client's needs. About my character, I have the ability to match people to each other, adding a contribute to maintain a good working environment for everyone in the team.

### **Studies and courses**

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#### **Studies:**

- Degree in Philosophy - Università Cattolica di Milan - Oct 2002
- Master "web&business" - Università dell'Insubria Varese – Jun 2003 (E-strategy, Finance, Marketing, Mobile Strategy, Web Applications)

#### **Courses:**

- Function Point – Accenture Spa, Milan – Jan 2008
- Project Management – Centro Formazione Vigorelli, Milan, Oct 2007 – Feb 2008
- Siebel 7.7 – New Energy Srl – Rome, June 2007
- Siebel 6.x/7.x – ENI Spa, Milan, Nov 2006
- Java – Eudata Srl – Milan, Maj - Sept 2006
- Oracle – Luxhora Srl – Milan, Oct 2004 / Dec 2005

## ***Professional experience***

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### **Accenture SPA – Jan 08 - Today**

**Client: Vodafone Turkey – Mag 09 – Today**

- Requirements Analysis
- Feasibility Analysis
- Functional Analysis

**Client: Vodafone Italia – Gen 08 – Mag 09**

- Feasibility Analysis
- Cost Estimation
- Functional Analysis Review
- Technical Analysis Review
- Test Review
- User Requirements Analysis

### **Engineering SPA – Jun 07 – Dec 07**

**Client: ENI SPA**

Siebel 7.5 Application Development and Application Management, Progetto Eniservizi, UCM.

### **Eudata SRL - Nov 04 – Mag 07**

**Client: ENI SPA – Jun 07 – Dec 07**

- Application Management Contact Center (PABX Nortel – Genesys 6.5 - VBVoice)
- Siebel 7.5 Application Development e Application Management

**Client: FASTWEB SPA – Jun 06 - Nov 06**

- User Requirements Analysis
- Genesys 7 Routing Strategies Development
- Reporting Configuration
- IVR Avaya Development and Testing.

**Client: ENI SPA – Mar 05 – Mar 06**

- Application Management Contact Center (PABX Nortel – Genesys 6.5 - VBVoice)
- Reporting Development (BRIO)
- CTI/Siebel eEnergy 6.3 configuration.

## ***Technologies***

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**OS:** Windows (1996-2008), Mac OS 9.x, Mac OS X (2002-2003) Linux, Unix (2004-2007)

**Testing:** Mercury Test Director 8.0 (2006)

**Project and Planning:** MS Project, Dia, Visio

**Programming:** Genesys Scripting, Siebel eScript, PHP, XHTML, Java and Java script basics.

**RDBMS:** SQLserver, Oracle 8.x – 9.x (4 years )

### **CRM**

- Siebel 6.3, Siebel 7.5 - 7.8 (Configuration, Application Tuning, UI Development, CTI integration, Workflows, eScript) (2004-07)
- AmDocs Clarify 12.5 (2008)

### **CTI**

- Genesys 6.1 / 6.5 / 7.0 / 7.1 (Configuration, Layer, Management Layer, Reporting Layer, Routing, Troubleshooting) (2004-2007)
- Avaya IVR designer 5.1/5.2, Avaya Site Administration (2006)

## ***Languages***

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- English:
  - reading : fluent
  - spoken: fluent
  - written: intermedio
- Spanish:
  - reading: fluent
  - spoken: intermediate
  - written: basic
- French:
  - reading: fluent
  - spoken: basic
  - written: basic

## ***Relational skills***

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My own value-added on a project is the curiosity to find new technical and process solutions to answer to client's needs. About my character, I have the ability to match people to each other, adding a contribute to mantain a good working environment for everyone in the team.

## ***Interests***

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New technologies, astronomy, medieval history, snow board, cooking.

## ***Aspirations***

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In the next future I would like to deepen CRM and Marketing processes, and graudually leaving technical issues.

**Update: september 14th, 2009**