Luca Bandirali | Curriculum Vitae

Personal Data

Nationality	Italian
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Summary

Professional experience gained working mainly in the field of information technology IT,
especially in Utilities, Telco and Retail/Fashion industries.

Technical and functional background on CTI Genesys, Siebel and Salesforce (configuration, development, reporting, and CTI-CRM integration). Relevant experience in Digital transformation programs.

Currently working as Salesforce Project Manager within a digital transformation program.

Main tasks & responsibilities:
- User requirements gathering and analysis
- Editing and reviewing feasibilities analysis and functional/technical analysis
- Cost Control
- Project Planning
- Software Development Teams coordination
- Test and UAT coordination

Professional Experience

Date	Company	Client	Role Description
Jan 2017-Today	Accenture SPA	Global Retail Clothing Company	**Salesforce Delivery Project Manager** • Responsible of feasibility analysis, project plan, cost control, interfaces design, test, migration and delivery within a Digital Trasformation program.
Jun 2014 – Dec 2016	Accenture SPA	Italian Leading Utility Market Leader	**ICT Demand Manager** • Responsible of Front Office User Requirements gathering (Web, Sales Force Automation, CRM, CTI, Mobile APP) • Supervision feasibility analysis, project plan, test and delivery management • Cost control & Analysis • Coordination of internal IT groups about issues resolution (analysis/development/test and delivery issues)

Jun 2010 – Jun 2014	Sorgenia SPA		**IT Project Manager - CRM development area** • PM IT CRM development area: Siebel CRM, Prisma CRM (a sales force custom application), Web, CTI/IVR platform (review analysis , costs and solutions), KM, Mobile APPs, Social CRM. • Supervision feasibility, project plan and delivery management • Cost control & Analysis • Coordination of suppliers and internal IT groups about issues resolution (analysis/development/test and delivery issues)
May 2009 - May 2010	Accenture SPA	Turkish Leading Telco Company	**Consultant / Functional Analyst** • Requirements Analysis – Interviews with Clients, requirements gathering • Functional Analysis - use case, transactions and GUI design (Contact Management, CTI integration, P2P Integration) • Technical Analysis and data mapping – Platform Siebel 8.1
Jan 2008 - May 2010	Accenture SPA	Italian Leading Telco Company	**Consultant / Functional Analyst** • Feasibility Analysis • Cost Estimation • Functional Analysis - use case, transactions and GUI design (CRM Clarify 12.1) • Technical Analysis Review • Test Cases Review
May 2007 - Dec 2007	Engineering SPA	Italian Leading Utility Market Leader	**Application Developer** Siebel 7.5/7.8 Application Development and Application Management
Nov 2004 - May 2007	Eudata SRL	Italian Leading Utility Market Leader	**Application Developer** Siebel 7.5 Application Development and Application Management, Contact Center (PABX Nortel – Genesys 6.5 - VBVoice)

Education and Training

Date	Title
Oct 2002	Master's Degree in Philosophy , Università Cattolica del Sacro Cuore, Milano
Oct 2003-Jun 2004	Master "web&business", Università dell'Insubria, Varese
2009	IT Project Management, Centro Vigorelli, Milano

Date	Title
Jan 2017	Salesforce ADM 201 Certification
Oct 2014	Adobe Cq5 AEM, Accenture NDC, Naples
Oct 2012	Inbound Voice 8 Technical Operations, Genesys Vimercate
Oct 2012	Inbound Voice Routing 8 Foundation, Genesys Vimercate
Jan2012	BT100 NetWeaver Integration Technology, SAP Vimercate
Dec 2011	IUT110 SAP-ISU, SAP Vimercate
Dec 2011	IUT55 CRM 7.0 for IS-U integration, SAP Vimercate
Oct 2010-today	Goethe Institut (A1/A1.1/A2.1/A2.2/B1.2), Milan
Jan 2008	Function Point – Accenture Spa, Milano
Oct 2007	Project Management – Centro Formazione Vigorelli, Milan

Technologies

Technology	Description
CRM	Salesforce, Siebel, SAP CRM 7 – functional basis (2012) AmDocs Clarify 12.5 (2008) – functional basis
CTI	Genesys 6.1 / 6.5 / 7.0 / 7.1 / 8.0 (Configuration Layer, Management Layer, Reporting Layer, Routing,Troubleshooting) (2004-2007)
OS	Windows, Mac, Linux, Unix
Project	MS Project, Dia,Visio, yEd
Programming	PHP, XHTML, Siebel e-Scriot , JAVA/APEX javascript basics.
RDBMS	SQLserver, Oracle

Languages

Language	Reading	Speaking	Writing
English	fluent	fluent	intermediate
German	intermediate	intermediate	intermediate
Spanish	fluent	fluent	intermediate

Interests

New technologies, astronomy, travel, history, snow board, cooking, languages

Aspirations

During next years I would like to consolidate my role as IT Project Manager, and in the future have the opportunity to work in CRM / Marketing process analysis.

I authorise the processing of my personal data for selection purposes under D.Lgs. n.196 of 30/06/2003.