

Luca Bandirali | *Curriculum Vitae*

Nationality	Italian
Civil Status	Single
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PROFESSIONAL EXPERIENCES

Jan 2008 – today

BA – Accenture Spa

Job Function: Business Analyst

Client Vodafone Omnitel – Milan (Italy).

Tasks

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

CRM platform: Clarify 12.5

May 2007 – December 2007

CRM Consultant / Siebel – Genesys – Engineering Spa (www.eng.it)

Job Function: Programmer

Client: ENI SPA - San Donato Milanese (Italy).

Tasks

- Siebel 7.5 Application Development and Application Management, Project Eniservizi
- CA Netegrity Siteminder / Siebel Integration
- CTI Cisco / Siebel 7.5 Integration
- Application Management Contact Center (PABX Nortel - Genesys 6.5 – VBVoice)
- Genesys 6.5 Alarm System Configuration via mail/sms.

November 2004 – May 2007

CRM and CTI Consultant – System Engineer – Eudata Srl (Milan, Italy)

Job Function: Programmer / System Engineer / Web Designer / Search Engine Optimization

November 2006 – May 2007, March 2005 - March 2006

Client: ENI SPA - San Donato Milanese (Italy)

Tasks

- Application Management Contact Center (PABX Nortel – Genesys 6.5 - VBVoice)
- Siebel 7.5 Application Development and Application Management
- User Requirements Analysis
- Framework Genesys 6.5 installation
- Routing Development
- Reporting Development (BRIO)
- CTI/Siebel eEnergy 6.3 configuration.

June 2006 – November 2006

Client: FASTWEB spa, Milan (Italy)

Tasks

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

March 2003 – June 2004

Artestampa Sas (Daverio, Italy)

Job Function: WebDesigner / Printmaker

October 2002 – February 2003

Varesenews (Gazzada, Italy)

Job Function: Internship as Web Editor / Web Designer

STUDIES

Master “Web & Business” instituted by Università dell’Insubria di Varese - November 2003 – September 2004.

Courses Attended

E-strategy, Finance, Marketing, Mobile Strategy, Web Applications, Data Modeling

Degree in Philosophy 2001/02, mark 101/110.

COURSES

- Function Point – Accenture SPA – Milan, January 2008
- Project Management – Centro Formazione Vigorelli, Milan, October 2007 – February 2008
- Siebel 7.7 – NewEnergy Srl – Rome, June 2007
- Siebel 6.x/7.x - ENI Spa, Milan, November 2006
- Java – Eudata Srl – Milan, May / September 2006
- Oracle – Luxhora Srl – Milan, October / December 2005

IT-PROGRAMMING

Operating Systems

WindowsNT/2000/XP, Winserver 2000 / 2003; Mac OS 9.x, Mac OS X, Linux, Unix

Testing Applications

Mercury Test Director 8.0

Project and Planning

MS Project, Dia, Visio, Telelogic Doors

Programming

PHP 4.0, XML, SQL, JavaScript, Siebel eScript, JAVA, ASP

RDBMS

Oracle 8.x – 9.x

CRM

- Siebel 6.3, Siebel 7.8 - 7.5 (Configuration, Application Tuning, UI, CTI Integration, Workflows, eScript, EIM)
- AmDocs Clarify 12.5

CTI

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

LANGUAGES

English

reading: fluent, spoken: fluent, written: intermediate

Spanish

reading: fluent, spoken: intermediate, written: basic

French

reading: fluent, spoken: basic, written: basic

GENERAL EXPERTISES

- CRM and CTI environments
- Web design
- Search Engine Optimization
- Webmarketing, e-Strategy Analysis and Development

RELATIONAL SKILLS

Inside a Workgroup I usually work to link people to find the best solution, reducing the conflicts and provide to establishing a good working environment for everybody.

INTERESTS

New Technologies, Photography, Astronomy, International Politics, Medieval History, Graphics, Martial Arts, Snowboarding, Cooking

ASPIRATIONS

I would like working in CRM/marketing analysis, gradually leaving technical issues.