**- - - BROWAY**

**EUROPEAN FORMAT
FOR CURRICULUM
VITAE**

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| Name and Surname | **FULVIO DALFELLI** |
| E-mail | fulvio.dalfelli@broway.ch |
| website | www.dalfelli.com |
| LinkedIn | https://www.linkedin.com/in/dalfelli/ |

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| Nationality | Italian |

WORKING EXPERIENCE

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| • Dates (from - to) | **04/2024 to date** |
| • Name and address of the employer | **Broway Sa** |
| • Type of business or sector | Information technology services and consulting company |
| • Role | **Project Manager** |
| • Main duties and responsibilities | ***Technical Project Lead (TPL) at NEXI*** <br><br> • Managed change activities, ensuring efficient and timely implementation. <br> • Coordinated and interfaced with PMO, PMT, and the infrastructure team. <br> • Created and managed tasks in ServiceNow following ITIL standards to ensure adherence to best practices. <br><br> ***Integration & Orchestration (I&O) for Innovation**: Engineering seamless system integrations and intelligent process orchestration to drive innovation, scalability, and operational efficiency.* <br><br> • **AI & Automation**: Designing and developing custom GPTs for advanced AI-driven automation and business solutions. <br> • **Telephony & IVR Systems**: Developing outbound call management systems with Asterisk-based IVR, fully built in Python, integrating OpenAI and ElevenLabs APIs for AI-driven interactions and natural voice synthesis. <br> • **Energy Efficiency in Education**: Leading a project focused on energy consumption monitoring and optimization. <br> • **Data Science & AI for Databases**: Applying predictive analytics and AI-driven insights on databases, leveraging MongoDB and Python for advanced data management and decision-making. |
| • Dates (from - to) | **08/2021 to 03/2024** |
| • Name and address of the employer | **HCL Technologies** |
| • Type of business or sector | Multinational *information technology (IT) services and consulting company* |
| • Role | **Project Manager - Integration & Orchestration** |
| • Main duties and responsibilities | ***I&O at Procter & Gamble*** <br><br> • I&O Service is an HCL based function that connects the dots in IT Workplace Services world. In short I'm responsible for IT resources on the two production plants Gattatico and Pomezia of P&G and of the Rome General Office <br> • Service Delivery Manager & Site Lead <br> • IT Business Continuity Plan <br> • IT Network management <br> • IP Voice e Digital Media management <br> • Asset management <br> • Hybrid and Live Event direction for the CEO townhall / VP big events <br> • Project Management & Governance: Overseeing and orchestrating operational teams working with Microsoft Dynamics 365, with a primary focus on ERP alongside CRM. By coordinating specialized teams, ensured strategic and effective utilization of the platform to maximize business value. |

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| • Dates (from - to) | **07/2017 – 08/2021** |
| • Name and address of the employer | ***Converger Srl., Rome, Italy*** |
| • Type of business or sector | Information Technology |
| • Role | **EA - PM & Senior Consultant** |
| • Main duties and responsibilities | ***Team leader Italy at Procter & Gamble - Sites Support Services*** <br><br> • Responsible for overseeing all activities within the team, for deciding how to approach tasks and develop a plan to accomplish them and for distributing information to team members and stakeholders. Furthermore I'm responsible for keeping track of and structuring various tasks, employees and documents, determining also the goals that members will work toward. <br><br> • In short I deal with decision-making, coaching, mentoring, developing the team's skills and managing conflict. <br><br>      o Coach team members <br>      o Develop team strengths and improve weaknesses <br>      o Identify team goals and evaluate team progress <br>      o Resolve conflict <br>      o Organize team initiatives <br><br> **Technical consultant for the HPe / Orange INES - GILDA project at Hpe** <br><br> • Development of components through the HP software and Internet Usage Manager (eIUM) to allow the Orange France service provider to analyze the use of their infrastructure, monitor and manage the quality of the service and bill customers. <br> • Implementation of LLD-based Collectors, Configuration Server, Session Server and Rule Engine agreed with the customer <br> • Test of implementations by UAT (user acceptance test) and PT (Performance Test) on FE-LB (Front End to Load Balancer) <br><br> ***DACS/APFIS consultant in the Ministry of the Interior*** <br><br> • System Software / Hardware and application activity on GEMALTO / COGENT AFIS environment, management of Central Identity Records and GIPS systems. Database Management (Oracle) of APFIS systems, systems management and EURODAC data flow. Preventive Police, Judicial Police, Immigration, Identification, Photosignalization, SPAID. <br> • Monitoring of servers, network resources and services specified through Nagios to guarantee the service of regional DACS. HP EVA 6000, 3PAR, MSA1000, P2000 <br> • Server management through oVirt, an open-source virtualization and management platform for DC <br> • Systemic and application troubleshooting on DACS client workstations in Italy, around 1600 clients <br> • Statistics on photos via ad hoc queries on the DBMS to PostgreSQL objects <br> • Reporting through JasperReports for the management of TTs on OTRS, Open-source HelpDesk Ticket Request System of 1st and 2nd level and use of scriptlets and JRXML definitions <br> • Coordination of HD 1st and 2nd level resources. <br><br> ***Enterprise Architect in the Bank of Italy.*** <br><br> • BiZZdesign Enterprise Architecture and Business Process <br> • Management of solutions ad hoc via Enterprise Studio <br> • Management of architectural models <br> • Design and analysis of specific models for SIEA <br> • Preparation of product installation documentation <br> • Preparation of test documentation compliancy with the tender specifications <br><br> • Installation, configuration and management of the HoriZZon portal <br> • Installation and configuration of Elasticsearch and Kibana <br> • Reporting for strategic alignment support |

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| • Dates (from - to) | **09/2013 – 06/2017** |
| • Name and address of the employer | ***IT Voice Srl., Rome, Italy*** |
| • Type of business or sector | Information Technology |
| • Role | **Pre Sales Manager & Management of e-commerce solutions** |
| • Main duties and responsibilities | • Management and implementation of e-commerce and social bot solutions<br>• Deployment – Catalog Management – Customer Accounts – Email Marketing – Inventory Management – Order Management – Returns Management e Shopping Cart through opensource solutions for different realities on the national territory<br>• Installation and configuration of ad hoc e-commerce solutions using open source packages and related customizations.<br>• Technical support for pre-sales of turnkey solutions or consultancy for the management of existing systems..<br>• Sales support for BUs |

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| • Dates (from - to) | **01/2009 – 07/2013** |
| • Name and address of the employer | ***NOUS Informatica S.p.A., Rome, Italy*** |
| • Type of business or sector | Information Technology |
| • Role | **Project Manager & CRM Application Management – ACEA and Enel** |
| • Main duties and responsibilities | • CRM Application Management (Oracle's Siebel CRM Technology)<br>• Enterprise application infrastructure solutions (WebLogic's application server - BEA Systems)<br>• SOA and business process management<br>• Change and Deploy Management of specific technologies and applications (SEMPRE – SEMPRE GAS - SEREM – CRM Smart)<br>• Transaction processing engine (Tuxedo platform).<br>• CRM Integration management (Delivery of specific applications) |

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| • Dates (from - to) | **01/2005 – 01/2009** |
| • Name and address of the employer | ***Jazzware S.p.A., Rome, Italy*** |
| • Type of business or sector | Information Technology |
| • Role | **Project Manager & D.C. Server Automation Specialist – IBM / Wind** |
| • Main duties and responsibilities | • MS SMS Software Distribution (8000 PCs in IBM/Wind account)<br>• Analyze customer requirements in terms of business objectives, organizational impact<br>• Understand the customer service requirements and translate them into a technical solution<br>• Involved in Data Center Automation Architecture Solution Design<br>• Implement the service delivery in agreement with the project expectation in term of timeline, scope and budget.<br>• IT Governance – COBIT – ITIL - Sarbanes-Oxley Compliance using BMC CONTROL-M Solutions for Operations Management |

| • Dates (from - to) | **01/2001 - 12/2004** |
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| • Name and address of the employer | *Si2Si S.p.A., Rome, Italy* |
| • Type of business or sector | Information Technology |
| • Role | **Solution Architect & NT System Engineer** |
| • Main duties and responsibilities | *Software Distribution for HP / Wind Telecomunicazioni S.p.A.* <br><br> • Fleet Management & Desktop Management <br> • Siebel CRM Application Management <br> • MS SMS Software Distribution (8000 PCs moved from IBM Tivoli) <br> • Validation for delivery <br> • Second Level HelpDesk (8000 PCs moved under HP support) <br> • Server environment Assessment <br> • Process and Procedure Assessment <br> • Technical Documentation <br> • Supporting incident/problem/change/inventory management based on Remedy and HP Openview Service Desk |

| • Dates (from - to) | **01/2001 - 12/2004** |
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| • Name and address of the employer | *Comitex S.p.A., Rome, Italy* |
| • Type of business or sector | Information Technology |
| • Role | **Solution Architect & Software Engineer in the Bibop Carire Bank** <br> ***(Unicredit group) account*** |
| • Main duties and responsibilities | • Design solutions leveraging on field of expertise (network, server, desktop/helpdesk) and lead all aspects of the technical solution development linked to the overall proposed business case <br> • Development of various modules server side for the service of Home Banking via interactive TV <br> • Development of various modules client side (MMI) for the service of Mobile Banking via WAP |

| • Dates (from - to) | **01/1996 - 12/1998** |
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| • Name and address of the employer | *Computer Pro S.r.l. Naples, Italy* |
| • Type of business or sector | Information Technology |
| • Role | **System Engineer Specialist** |
| • Main duties and responsibilities | • Roll-out of Windows NT Server <br> • Roll-out of AIX Server <br> • Provisioning & Configuration <br> • Network management transition <br> • Involved in contract renewal |

| • Dates (from - to) | **09/1988 – 12/1995** |
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| • Name and address of the employer | *Delta S.r.l., Naples, Italy* |
| • Type of business or sector | Information Technology |
| • Role | **HelpDesk Manager & Hw/Sw Technician** |
| • Main duties and responsibilities | • Help Desk transition (3000 users). <br> • Planning and control workstation deployment <br> • Definition of management/procurement procedures. <br> • Hw/Sw Support |

| PERSONAL SKILLS AND COMPETENCES *Acquired in the course of life and career* | |
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| MOTHER TONGUE | ITALIAN |
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| OTHER LANGUAGE |
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| | ENGLISH |
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| • Reading ability | FLUENT C2 |
| • Writing skills | FLUENT C2 |
| • Speech skills | FLUENT C2 |

| RELATIONAL SKILLS AND COMPETENCES *Living and working with other people, in a multicultural environment, occupying places where communication is important and in situations where teamwork is essential* | Team Working and People Management<br><br>**Analytical Problem-Solving**: Demonstrates a keen ability to analyze situations, identify problems, and devise effective solutions.<br><br>**Results-Driven Approach**: Exhibits a strong focus on achieving goals and delivering outcomes with excellence.<br><br>**Exceptional Communication and Interpersonal Abilities**: Possesses outstanding skills in verbal and written communication, along with the ability to build and maintain positive relationships.<br><br>**Dependability and Accountability**: Shows a high level of reliability and commitment towards meeting objectives, with a strong sense of duty and responsibility. |
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| ORGANIZATIONAL SKILLS *Coordination and administration of people, projects, budgets; in the workplace* | **Strengths and Skills**<br><br>Management Consulting - Project Management -Team Working - Problem Solving - Open minded - Technical background – Leadership – Teaming - Conduct technical needs analysis - Customer IT Services and Solutions |
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| TECHNICAL SKILLS AND COMPETENCES *With computers, specific kinds of equipment, machinery, etc.* | **Operating systems** | Microsoft Windows – macOS – Linux like |
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| | **Development e Framework** | ASP – PHP – JavaScript – VBScript - HTML |
| | **Application packages** | BMC Bladelogic OM - Microsoft Systems Management Server - WebLogic – JBOSS – MTS – OTRS – Ovirt – Nagios – DACS – APFIS - HP EVA CommandView |
| | **Network Management** | MS SMS Remote Tools - Govern LAN - Dameware NT Utilities |
| | **IDE** | Microsoft VisualStudio - Borland Delphi – C - Emacs |
| | **Web Server** | IIS - Apache |
| | **Application Server** | WebLogic – JBOSS - MTS (Microsoft Transaction Server) |
| | **SCM/VCS Tools** | Microsoft Visual SourceSafe - Rational ClearCase - Unix (cvs) |
| | **Backoffice** | Microsoft Exchange |
| | **Software Distribution** | BMC Bladelogic OM - Microsoft Systems Management Server 2.0 - Microsoft Systems Management Server 2003 - Microsoft Remote Installation Services - Microsoft SMS installer |
| | **Antivirus management** | McAfee ePolicy Orchestrator |
| | **Methodologies:** | ITIL – Agile – Scrum - TOGAF – Archimate – UML - Object Oriented |
| | **Hardware** | Operational knowledge |

| ARTISTIC SKILLS | Professional photographer and fine art portraiture |
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| MUSIC, WRITING, DRAWING ETC. | Videomaker - Lyricist |

| OTHER SKILLS AND COMPETENCES | Journalist - G.N.S. Press |
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| SKILLS NOT PREVIOUSLY INDICATED. | PNL Practitioner |

CERTIFICATIONS

https://www.linkedin.com/in/dalfelli/details/certifications/

| Year | Title | Certifying Authority | Validity |
|---|---|---|---|
| 2025 | SI Architect MongoDB | MongoDB | Does not expire |
| 2025 | MongoDB for SQL Experts | MongoDB | Does not expire |
| 2024 | Data Science, Management e Intelligenza Artificiale | Sole 24 Ore | Does not expire |
| 2024 | Agile Project Planning | Skillsoft | Does not expire |
| 2024 | Communicating Effectively with Customers | Skillsoft | Does not expire |
| 2024 | Project Management: Scrum Framework for Software Development | Skillsoft | Does not expire |
| 2024 | Scrum Master: Sprint Goals & Planning | Skillsoft | Does not expire |
| 2023 | ITIL v4 - IT Service Management | People Cert | 25/12/2026 |
| 2023 | Red Hat Portfolio: Foundational | Red Hat | 31/12/2025 |
| 2023 | Azure AI Fundamentals: Artificial Intelligence & Machine Learning | Skillsoft | Does not expire |
| 2023 | Agile Principles and Methodologies | 2023 | Does not expire |
| 2023 | Cloud Data Platforms: Cloud Computing | 2023 | Does not expire |
| 2023 | Business Analysis for Project Management | Skillsoft | Does not expire |
| 2023 | Automation Design & Robotics | Skillsoft | Does not expire |
| 2023 | Risk Management: Project Risk Assessment | Skillsoft | Does not expire |
| 2017 | BiZZdesign Enterprise Studio | BiZZdesign | 20/09/2022 |
| 2017 | TOGAF Certified | Fast Lane | 12/08/2022 |
| 2017 | TOGAF Foundation | PearsonVUE | 15/07/2022 |
| 2017 | Archimate Foundation | PearsonVUE | 23/09/2022 |
| 2007 | BMC Server Automation | BMC Bladelogic | 10/10/2012 |

| FURTHER INFORMATION AND BRIEF PRESENTATION | **Digital Visionary**<br><br>I am a Project Manager and Enterprise Architect based in Rome. With over 20 years of experience in Project Management, Integration & Orchestration, and Service Management, I turn complex challenges into simple, powerful solutions.<br><br>**Inspiring Leadership**<br><br>Dynamic and results-driven, I lead with passion across business development, service management, pre-sales, and software. My mission? To recruit, develop, and retain top talent, ensuring strategic engagement and strong client relationships.<br><br>**Experience That Matters**<br><br>My journey began as an IT System Engineer and Application Development Consultant, refining my expertise in professional services with companies like Wind, Poste Italiane, IRIDE Energia, ACEA, and Enel. As a BMC BladeLogic Certified Consultant, I spearheaded major projects as a Service Delivery Manager, providing strategic guidance to Business Units in Rome.<br><br>After earning my TOGAF 9 certification, I collaborated with institutions such as the Bank of Italy and the Ministry of the Interior, delivering innovation and precision to every project. I later served as Head of Integration & Orchestration (I&O) at HCL, leading high-profile technology initiatives.<br><br>As IT Manager at Procter & Gamble Italy, I oversaw operations across Rome, Pomezia, and Gattatico, managing the support team, kiosk services, and the overall workplace infrastructure at the Rome HQ.<br><br>**Innovation & Education: My Present Focus**<br><br>Today, I am deeply committed to advanced training and talent development, having co-founded an internal Academy to nurture specialized skills and prepare professionals for the future. My expertise lies in technological innovation, with a sharp focus on Machine Learning (ML) architectures and Artificial Intelligence (AI)-driven solutions.<br><br>I design and implement scalable ecosystems, combining advanced algorithms, intelligent data, and robust infrastructures to support strategic decision-making and enhance business processes. My mission is to bring AI out of research labs and turn it into a real driver of business value, bridging the gap between strategic vision and applied technology.<br><br>**Client-Centric Approach. Exceptional Results.**<br><br>My philosophy is simple: put the client at the center. This is what sets me apart in the tech landscape. Every project is an opportunity to exceed expectations and build long-lasting solutions. |

I authorize the processing of personal data contained in this curriculum vitae pursuant to art. 13 of Legislative Decree. n. 196/2003

Date of completion

Fulvio Dalfelli

Rome, Feb 2025