

Dario Cusino

IT Senior Manager

dariocusino@gmail.com, 334 1092324

Born on September 22nd, 1980 in Naples, Italy

Living in Viale Regina Margherita 96, 00198, Rome, Italy



SUMMARY

Result driven manager with proven track record on IT and business transformation programs developed on large consulting and Telco enterprises and mid size utilities, and management of an ICT department.

Relentlessly keen on the objective, through standardization, efficiency, knowledge share.

Emphasizing leadership and reliability.

Career progression:

- Head of Information & Communication Technology (january 2017-today)
- ICT and Operation Manager (january 2015 – december 2017)
- IT transformation program manager (march 2013 – december 2015)
- Senior Consultant - Management consulting workforce (2010)
- Consultant – System Integration (2005-2009)

EMPLOYMENT HISTORY

Head of Information & Communication Technology

Gala S.p.A. | mid size utilities | Roma, Italy | www.gala.it

March 2013 – today (5 years)

- Definition and management of the evolution strategy of the IT platforms in a medium-long term perspective, and leverage on technology as a vehicle of the business transformation;
- Evaluation and selection of IT technologies, network services, hardware and software products, and System Integrators and other vendors involved in the company IT thing in terms of configuration, installation, development and maintenance activities;
- Deep knowledge of public administration related staff processes: electronic bill, exchange platform, communication protocols, credit management process, payment and reconciliation process
- Design and maintenance of the whole IT architecture; cloud externalization start up and scale up/down;
- Project and delivery manager for a 2 years IT and business transformation program which saw the replacement of legacy ERP and treasury platforms and migration to SAP ECC 6.0 and Piteco, with the involved reorganization and process design/reengineering to fit to and to drive the new implementations.
- Management of outsourcer teams in executing both business and IT operations;
- Licence management of the IT architecture.

Main spot and rolling tasks and related accomplishments:

- cloud externalization of more than a half of the data center;
- licensing compliance;
- roll out of an IT service desk and remote workspaces.
- SAP and Piteco roll out: implementations with migration from both the legacy platforms;
- operations cost reduction carried out through process automation and outsourcing strategies to manage base and peak work loads;
- customer journey evolution projects (HTML5 bill, new payment methods introduced such as Lottomatica and credit card);

Size: 30 vendors' portfolio; 20 units team; 150 end users and internal clients.

Account & Project Manager

Energieya, now Fis Global Group | software house | Milan, Italy | www.fisglobal.com
January 2012 – February 2013 (1 year 2 months)

As account and delivery manager on client Gala Spa for the Trading department, I managed the implementation project of XDM software:

- automation of the bidding process on Italian market and lead time reduction on bidding and scheduling activities;
- design of the first communication protocol for scheduling with European transmission system operators and management of the delivery of the business support system;
- previously, project manager on a forecast modeling implementation project for Enel renewable plants.

Consultant

Accenture | consulting firm | Rome, Italy | www.accenture.com
July 2005 – December 2011 (6 years 6 months)

Working at Accenture has been the very first experience.

Activities and achievements:

- as a junior analyst: requirements gathering, analysis, design, testing;
- as a senior consultant I took part to CRM and billing transformation programs at the major national telco operators;
- I also had an international work experience in Hungaria, on an IT transformation project of the incumbent telco operator, Majar Telekom;
- the last project has been at Vodafone, where I was focused with my team on improving the customer experience of sales, multichannel acquisition and post sales processes;
- trainer at Chicago, USA, for new hires.

Program Manager

Alenia Aeronautica, Finmeccanica Group | aerospace | Pomigliano d'Arco (NA), Italy | www.finmeccanica.com
April 2008 – September 2008 (6 months)

Junior PMO involved in the shipping process management, at the logistics and supply chain department, of Boeing 787 airplane components.

KEY SKILLS

Management skills

- People management;
- Cost management;
- Working by objectives and results;
- C-levels direct reporting;
- Vendors management, from selection to contract to execution
- Negotiation.

Technical Skills

- SAP ERP and administrative processes (balance closures, administration operations);
- Piteco and treasury processes (factoring and every other auto-financing policy);
- CRM processes (acquisition, credit check, workflow management, campaigns);
- Microsoft Office;
- Microsoft Project;
- SQL;
- XDM ETRM.

Languages: fluent English, basic Spanish.

EDUCATION AND PERSONAL INFO

- 1999-2005: Master's degree - Industrial Engineering, 110 cum laude, Università degli Studi di Napoli;
- 1994-1999: Scientific diploma, 95/100, Liceo Scientifico L.B. Alberti, Napoli;
- First Certificate in English accomplished.
- Married

I give consent to use my personal data according to the law 196/2003