



GIULIANO LIGUORI



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A multi-skilled IT Professional with vast experience in IT and industrial project management. Committed to developing alignment between business goals and technology solutions helping to drive process improvements, competitive advantage and desired outcomes. Additional specialty skills include ITIL, PRINCE2, ISO27001 credentials.

Solid understanding of Agile Methodologies, Information Security with broad expertise in hardware, software, networking, and infrastructure technologies. High communication and interpersonal skills, ability to analyze and solve problems, dynamism, flexibility, proactivity as well as leadership are my best qualities

WORK EXPERIENCE

Compagnia Trasporti Pubblici SpA

2015 –PRESENT

CHIEF INFORMATION TECHNOLOGY OFFICER

Responsible for entire IT infrastructure and services of Corporate HQ, 3 remote offices and 2 controlled companies. Led operation team of in-house resources, external contractors, and vendor personnel. Responsibilities included budget management (€1M), system design, scheduling, task assignment, privacy and cybersecurity, telecom, LAN, business applications, remote support, mobile device, custom software development and vendor management.

- ✓ Chief Information Security Officer for GDPR compliance.
- ✓ Defined a 2-year strategic plan to address the system issues, End-Of-Life OS & hardware issues including core LAN upgrade, SAN & server refresh.
- ✓ Initiated program to upgrade SAPECC6 to S4HANA.
- ✓ Implemented an Automatic Vehicle Monitoring System to locate company fleet throughout a wide geographic area.
- ✓ Successfully implemented a new system for HR Management, resulting in savings of € 235k/years.
- ✓ Delivered new web services for interoperability and collaboration through the Intranet, company website, and mobile app.
- ✓ Developed network security and data protection policies according to ISO/IEC 27001.
- ✓ Refreshed of Printer Services, saving over € 20k/year in printing expenses.

2013 - 2015

IT SERVICE MANAGER

Managed IT services to guarantee alignment to business strategy, promoting innovation and leading change management.

- ✓ Utilized a ticketing system to accurately track and manage the progress of all incidents through each lifecycle and to effectively support 1000+ employees.
- ✓ Led new out-sourced Help Desk to ensure the first-call resolution up to 35% by implementing ITIL procedures, tracking performance metrics, monitoring calls and providing direction, resources and documentation as needed.
- ✓ Established Asset Management system for all district IT assets.
- ✓ Performed email migration from in-house Exchange Server to Office 365 (250 mailboxes).
- ✓ Planned cybersecurity strategy to address virus attacks, particularly ransomware.
- ✓ Contract negotiations for mobile services. Reduced spending by € 300k over 3 years.
- ✓ Designed new Corporate Data Center (Power, Network, UPS, Cooling System).
- ✓ Designed, configured and installed wireless network across HQ and remote offices.
- ✓ Implemented of Bus Event Data Recorder System (430 Bus).

2007 – 2013

IT ADMINISTRATOR

IT Operation Leader focused on providing high-quality technical support to internal customers.

- ✓ Coordinated Help Desk (Tier I, II, III) for Windows, SAP, AS400, vertical software and network.
- ✓ Setup and maintenance of Windows Server 2003/2008 R2, Active Directory, DNS, DHCP, Exchange, BES, IT-Security & Backup, Network, Mobile and UMTS.

2006 – 2007	<ul style="list-style-type: none"> ✓ Planned and completed SAP migration from R/3 4.7 to ECC 6.0 - MM, PM, FI, CO, AA module. ✓ Implemented Compute Virtualization (40% of the Server) - VMware ESXi. ✓ Designed and implemented Digital Signage System - 4 players, 3 workstations, 1 server. ✓ Installed and maintain a multi-site Cisco VOIP telephone system. ✓ Executed Windows OS Upgrade (from XP to 7) for 300+ PCs. <p>IT SUPPORT SPECIALIST</p> <p>Responsible for the execution of daily, weekly, monthly, and annual IT operational tasks. Ensuring that all hardware and software is configured and installed correctly.</p> <ul style="list-style-type: none"> ✓ Installed, maintained and repaired hardware and software on desktop PCs, printers, PC hardware systems and RF devices. ✓ Provided technical support for standard and proprietary desktop software, conference room technology including projectors and video. ✓ Created and managed Microsoft Exchange email accounts and Domain Users. ✓ Escalate software/hardware problems that cannot be resolved to the appropriate level of support. ✓ Maintained user/problem databases and support documentation.
2005 – 2006	<p>Software Design Spa</p> <p>IT SUPPORT</p> <p>Point of contact for resolution of OS, hardware, software and cell phones issues across the company.</p>
2004 – 2005	<p>Hewlett Packard</p> <p>BUSINESS INTELLIGENCE CONSULTANT</p> <p>Developed reporting dashboards and analysis to support strategic initiatives for sales, marketing and finance users for a multinational client.</p>

CREDENTIALS

11/2017	General Data Protection Regulation Qualified - ASSTRA.
07/2017	ITIL® Practitioner Certificate - APMG International.
04/2017	ISO/IEC 27001 Foundation Qualified - APMG International.
01/2017	PRINCE2® Foundation Certificate - APMG International.
06/2016	CompTIA Security+ Certificate of Continuing Education - Cybrary.
02/2016	Project Management & Planning - E.I.T.D..
08/2015	International Scrum Master Foundation (ISMF) - SCRUM Academy.
03/2015	Six Sigma Yellow Belt Professional (SSYB™) - VMEdU Inc.
02/2015	Scrum Fundamentals Certificate Credential (SFC™) - VMEdU Inc.
05/2014	ITIL® Foundation 2011 Certificate - APMG International.
04/2010	mySAP Netweaver - Business Integration & SAP Exchange Infrastructure - SAP SpA.
01/2007	Licensed Professional Engineer (PE) - University of Naples Federico II.
03/2006	GIS Expert - Vocational Training Certificate - ISSP Naples.

EDUCATION

07/2004	Master's degree, Telecommunications Engineering - University of Naples Federico II.
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LANGUAGES

Italian	English	German
Native proficiency	C1	A1

INTERESTS

Digital Transformation Addict, Influencer. Daily post on social channels Twitter, LinkedIn about IoT, Blockchain, AI, Cloud, Cybersecurity, I40 topics. Regularly publish contents about Data Protection, Cybersecurity and Safety on technical blog. I love doing sport and then relaxing by generally reading technical books.

**ORDERS/PROJECTS
HANDLED**

Studio Ing. Giuliano Liguori – CEO

2018 - PRESENT

Data Protection Officer – LS Data Srl

Data Protection Officer – Phonetika Srl

2010 - PRESENT

CEO glweb.eu blog about the topics of security, IT, Data Protection & Privacy

Consulting activities:

- ✓ **Data Protection Consultant** for regulatory adjustment UE 679/2016 GDPR
- ✓ **Forensic consultant** in a criminal trial, about wiretap cases – private client
- ✓ **Safety Consultant**
 - Technical report for the verification of the manufacturing process
 - Technical report for industrial electric plant
- ✓ Member of Blockchain and Cryptocurrencies implementation group for the municipality of the city of Naples.

2016 - 2018

Safety projects about industrial machinery

- ✓ **Activities: risk assessment and regulatory adjustment to 2006/42/CE for CE Marking.**
 - Declaration of Conformity for n.30 industrial machinery - business client Ditta Lista Giovanni srl
 - Declaration of Conformity for n.15 industrial machinery - business client Cu Artigiana srl
 - Declaration of Conformity for n.7 industrial food machinery - business client Gruppo Palumbo srl
 - Declaration of Conformity for n.12 industrial food machinery - business client Dolciumi Oggi srl
 - Declaration of Conformity for n.2 vending machines - business client Lab Green srl

2014 - 2015

Renewable Energy Projects of Photovoltaic Power Plant

- ✓ **Activities: electrical and mechanical design of the whole plant, project management, authorization procedures.**
 - PV power Plant, 60 KW - business client - Stecaplast
 - PV power Plant, 20 KW - business client - ITERUM
 - PV power Plant, 20 KW - business client - LAS
 - PV power Plant, 20 KW - business client - CTM Italia
 - PV power Plant, 400 KW - business client - Sacco e Figli
 - PV power Plant, 12 KW - business client - studio Pitea
 - PV power Plant, 36 KW - business client - studio Pitea
 - PV power Plants, total power 300 KW – consumer clients

2010 - 2014

Web Projects

- ✓ **Activities: design and implementation of business websites**