

# GIUSEPPE MILICIA

## Project & Service Manager



+39 345.7071672 @ miliciag@gmail.com Date of birth: 22/04/1982  
Fino Mornasco (CO)

### SUMMARY

I have 9 years of experience in IT Management with international experience. At the moment I'm conducting Projects for 7 different client in retail and fashion industry. I'm PMP® and ITIL certified. During 2018 I managed contracts for more 1m €. I have strong passion for technology and innovation. I'm looking for a different work environment where I put my experience to good use

### EXPERIENCE

#### Project & Service Manager

Blueit SpA 06/2009 - Ongoing Monza (MB)

##### ICT Strategic Sourcing

- Define plan, deadlines, milestones and deliverables in respect of costs, target and time
- Identifying, analyzing, measuring and managing project risk
- Monitor activity progress and schedule checkpoint meeting
- Manage project budget in order to ensure compliance with the deadlines, quality and profitability of project
- Identify assumptions, issues and dependencies
- Coordinate international work groups
- Manage outsourced services, contract review, regular SLA check, upgrades, and maintenance
- Analyze statistics to determine the level of customer service our organisation is providing

#### Linux platform Specialist

Barclays Bank PLC 09/2008 - 05/2009 Milan

##### Banking

- Install, configure and maintain Linux servers
- Perform problems troubleshooting
- Apply security policy

### SKILLS

#### Project Management



#### Leadership



#### Cloud Architecture



#### Communication



#### Sales



#### Vendor management



### STRENGTHS



#### Disciplined

Always on time for work, never missing anything important

### LATEST PROJECTS

#### Mantero Seta Spa

10/2018 - Ongoing Grandate (CO)

##### Security Risk assessment

- Support sponsor to produce project charter and identify stakeholder
- Define & Control project scope statement
- Develop team and keep on schedule & budget project performance

#### Rinascente Spa

11/2018 - Ongoing Milano

##### Trasformation Project

- Move systems, applications and process from on-premises to Cloud environment
- 50 systems, 4 core business applications, 500 users
- Define ticket management and availability process

#### Sirap Gema Spa

08/2018 - Ongoing Verolanuova (BS)

##### UK & Spain integration

- Determine company culture and systems
- Determin planning team
- Execute work according to the project management plan

### CERTIFICATES

Project Management Professional - PMP®  
PMI

ITIL V3 Foundation

APMG International

### REFERENCES





#### Mario Moroni, IT Manager

mario.moroni@mantero.com  
+39 346.8810068



#### Alessandro Brambilla, Project Executive

Alex\_Brambilla@it.ibm.com  
+39 335.7368771

## STRENGTHS

-  **Hardworking**  
Not afraid to do what must be done
-  **Commitment**  
I do the best and I love hard challenges
-  **Goal oriented**  
concerned with productivity and efficiency
-  **Client relations**  
to increase customer loyalty and reduce complains

## MOST PROUD OF



-  **Physical Health**  
is important. Always working out, I love Jogging
-  **Climbed**  
my career from technician to Project & Service Manager

## EDUCATION

### Highschool Diploma

Perito Elettrotecnico at ITIS E.Majorana  09/1996 - 06/2002  
 Milazzo (ME)

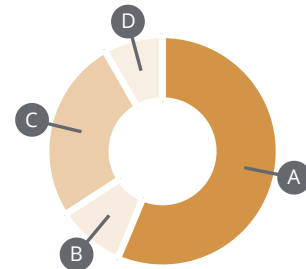
## ACHIEVEMENTS

-  **Assisted with Hiring & Upskilling**  
Helped grow the team by having an active role in candidate reviews, onboarding documentation and mentoring
-  **Managed 500k+ contracts**  
Total revenue in one year managing contractual's service and projects

## REFERENCES

Paolo Pozzi, Technology and  
Telecommunication Manager  
paolo.pozzi@rinascente.it  
+39 335.8467231

## MY TIME



- A** Working at Office
- B** Working at home
- C** With family and friends
- D** Gym

## LANGUAGES

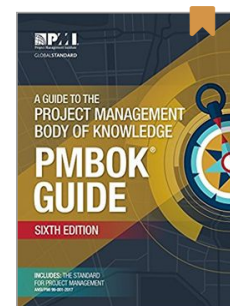
English Advanced ●●●●●

## COURSES

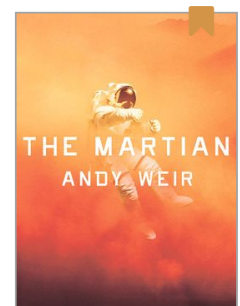
Project Management Professional (PMP)®  
Certification Exam Preparation

MIP Politecnico Milano  
Fondamenti per la gestione dei progetti

## BOOKS



PMBOK GUIDE  
PMI



The Martian  
Andy Weir