

 Fluent English (C1)

Innovation  Organization
Service Management
Digital Transformation  Cybersecurity 
Business Development

Ugo Micci
Executing visions since 2003



+39 335 70.77.906
ugo.micci@gmail.com
 www.linkedin.com/in/ugomicci
Corso Lecce 57, Torino (TO)
Italy



Executive summary

A unique talent for **establishing strong trust relationships** with **large customers** and the ability to **develop innovative solutions** allows me to **propose effective services with high added value**.

Strong **skills in the IT domain** (especially Cybersecurity, BPM, Case Management, Risk Management), proven **organizational proficiency**, long **management experience** and a **passion for innovation** complete my profile. My attitude to **“roll up my sleeves”** always made me **reach** even the most **challenging goals**, both individually and with my team.

My customer portfolio: Crédit Agricole, Banca Popolare di Sondrio, Danieli, Esselunga, Autogrill, Autorità per l’Energia Elettrica e il Gas (AEEG), Bulgari, CVA, E.ON, Edison, F.lli Carli, Ferrero, FCA, Gucci, Logista, Pavia e Ansaldo, Piaggio, SIASSB, Wolters Kluwer Italia.

Experience & Results

October 2016 – current

VP of Operations

I.CON s.r.l.

Company specialized in Business Process Management and Case Management for large companies

- In 2 years I **improved** the organization (35 people under my direction), inspired by **ITIL** and **Agile** methodology, achieving **99%** (from 74%) of **projects on time & on budget**, and increasing the **delivery efficiency from -51% to +53%**
- I reached this target also sharing with my Project Managers my **20 year’s experience in managing enterprise class BPM & ECM projects**
- I directly **increased global company revenues by 8%** bringing aboard **2 new important customers**, and added **another 10% upselling** on existent clients
- Designated **Escalation Manager** for our top Clients
- **Evangelist in Cybersecurity** through seminars and radio interviews
- **Author** of the cybersecurity book: **#ilbersagliosiamonoi**

2004 – September 2016

Service Management Director

DocFlow Italia Spa

Company specialized in Document Management and Business Process Management

- In charge to **maintain and improve relationships** with a portfolio of over 100 Customers, ensuring annual renewal of ongoing Service contracts (**98% renewed contracts** per year in the last 3 years) and directly selling new services (**+15% revenues** per year in the last 2 years)
- I was setting up a business unit specialized in **Cyber Security**, defining qualified partnership, developing products and preparing and forming the technical team
- In 2015 I **innovated our offering model** for Service Management, introducing the new: DocFlow Customer Experience

	<ul style="list-style-type: none"> • Responsible for a team of 12 people ensuring Service Management, with an ITIL based model, for over 130 customers • Responsible for the 30% (3M €) of the Company revenues • Personal engagement as Program Manager in important projects involving top customers (i.e. Order-to-Cash Project for FIAT Group worldwide) • Profit and loss management, planning of human and financial resources and guarantee of budgets observation are essential to the role
<p>2000 - September 2016 IT Manager (from 2003)</p> <p>DocFlow Italia Spa</p>	<ul style="list-style-type: none"> • Management of a data center offering IaaS, PaaS and SaaS services to over 100 customers, with 60 VMs • I designed and implemented the complete virtualization project of our data center, resulting in a drastic reduction in costs and in a 5 times improvement of time-to-market for SAAS solutions
<p>1995 – 2000 Consulting Manager Italia</p> <p>Executrain Italia Spa Company specialized in IT Training and Consulting, now joined with ELEA</p>	<ul style="list-style-type: none"> • Started working in Executrain as Technical Trainer and Senior Developer, in 1997 got the role of Training Manager, coordinating a team of eight teachers offering technical network training projects to large customers • In October 1997, I managed the creation of a Business Unit having IT and IT security consulting as core business

Skills, Qualifications & Studies

<p>ITIL v3 Foundation certified (2012)</p> <p>Italiano madrelingua ★★★★★ Fluent English ★★★★★ Connaissance de base du français ★</p> <p>Studies: Diploma di Maturità Classica</p> <p>Trend Micro Sales Training for Deep Discovery (2015) Microsoft Sales Specialist (1999) Microsoft Certified System Engineer (1998) Microsoft Certified Trainer (1998) Microsoft Certified Professional (1996)</p> <p>CISSP training attended</p> <p>OpenText MBPM, OpenText eDocs, SQL, Exchange Server, OWASP ZAP</p> <p>Professional Excel and Powerpoint use</p> <p>A & BE Driving License</p>	<ul style="list-style-type: none"> • Innovation capability and strategic vision • Ability to create trust relationship with both customers and colleagues, leading to a continuous improving work environment and results • Effective ability in relationship selling • Very good leadership and team working skills, outstanding problem determination and solving abilities • Outstanding organizational skills and coordination aided by a strong personal inclination and refined over the past 13 years spent in managerial roles • Excellent knowledge of BPM, gained over 16 year's experience, easy to map business processes within the IT systems to improve efficiency and traceability • Excellent management capabilities of IT systems, specially regarding to the virtualization and change management • Thorough knowledge of the processes of Case Management., document management, archiving, digital signature, data encryption systems and data security • CxO level presentation skills • Strong competence in ISO9001, ISO 27001:2013
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#cybersecurity #ITIL #bpm #reliability #businessdevelopment #problemsolving #innovation #blockchain #rotarian 🌿