

Valerio Cattaneo's Curriculum Vitae

Information technology project manager, with extensive working experience in business intelligence and customer relationship management (CRM) software applications, in global consulting and technology companies, serving private and public sector.

Personal Information

Name Valerio Cattaneo
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Date of Birth 21/06/1971
Citizenship Italian

Professional Experience

May 2018 – present *Release Manager*

Employer: Indra Italia SpA (<https://www.indracompany.com>), a subsidiary of Indra, one of the world's top consulting and technology companies in the world, with a presence in 140 countries

Responsibilities: Working as a consultant at Fidelity, a consumer credit company. I am the release manager of the Digital Transformation Project of this company.

We are developing the new software architecture for the B2B platform.

Technologies used for business applications: Angular, Tibco, JBoss, AS/400, web services.

Technologies used for continuous integration, DevOps: GIT, Maven, Nexus, Jenkins.

Jan 2012 – Apr 2018 *Business Intelligence Project Manager*

Employer: Indra Italia SpA, same company as above.

Responsibilities: worked as manager of the Reporting Area of the Multichannel Contact Center (CCM) INPS-INAIL-EQUITALIA, a service provided on behalf of some national state agencies such as the Italian National Pension Fund (INPS), the Italian National Institute for Insurance against Accidents at Work (INAIL) and the state-owned tax collection agency EQUITALIA (since July 2017 renamed to "Agenzia delle Entrate-Riscossione"). The CCM provides all the Customer Relationship Management (CRM) services for the users who want to submit issues to these agencies, via telephone, e-mail, chat, web forms and so on. The Reporting Area provides all the reports used by the agencies to monitor the performance and to compute the costs of the service. The team performs all the activities required to provide the reports, from ETL (Extract, Transform, Load) processes to user interface.

Jan 2011 – Dec 2011 *Solutions Architect*

Employer: Visiant Galyleo SpA, private company offering information technology support and consulting services, later acquired by Indra Italia SpA, in June 2011.

Responsibilities: worked on the customization of a web based trouble ticketing application, based on IBM Lotus Domino, for the multi-channel contact centre service of the national agencies INPS, INAIL and Equitalia. Analyzed the requirements of the customers, developed the customization needed and some integrations with external legacy systems of the above-mentioned agencies mentioned.

Jun 2006 – Oct 2010 *Lotus Domino Systems Architect*

Employer: Visiant Galyleo SpA, same company as above.

Responsibilities: managed the migration of the CRM (Customer Relationship Management) legacy software platform to a new application called Galyleo CRM Suite - based on Lotus Notes - for InTouch, a contact center services company. later acquired by Europ Assistance Vai.

As usual for CRM applications, the team under my supervision developed a lot of customizations to fit the requirements of all the customers of Europ Assistance Vai, like the Italian branches of Honda Moto, Suzuki, Yamaha, BMW, Kawasaki and other companies. Also developed a reporting service integrated in the system, for basic analytics purposes.

May 2004 – Jun 2006 *Lotus Domino Solutions Architect*

Employer: Visiant Galyleo SpA, same company as above.

Responsibilities: Performed analysis and development of Lotus Domino applications for call center inbound and outbound services.

Jan 2001 – Apr 2004 *Software architect and Intranet manager*

Employer: Adecco Italia SpA, a subsidiary of the global Adecco Group, the world's leading provider of human resources and related services.

Responsibilities: Mainly developed a workflow web-based application using IBM Lotus Domino Designer as programming language and IBM Lotus Domino Server as application server. The purpose was to manage the purchase requests of the local branches, from the creation of the request to the delivery of the working materials. Worked also as responsible technical party of the company Intranet site and developed the web application for the company knowledge base. As IBM Lotus Domino expert, also worked for Adecco WWIT (the IT department of the Adecco Group worldwide) in Madrid, Spain and Lyon, France: the project target was the integration between Microsoft Active Directory and Lotus Domino Mail Servers.

Apr 1999 – Jan 2001 *Freelance software developer*

Responsibilities: Worked as a freelance software developer for small private companies using mainly IBM Lotus Notes 4.6 and Microsoft Visual Basic.

Education

Sep 1990 – Dec 1998 Master's Degree in Electronics Engineering
Degree mark 90/100

Sep 1985 – Jul 1990 Classical high school diploma. Finale grade 60/60

Certifications

2007 IBM Certified Application Developer - Lotus Notes and Domino 8
2004 CLS (Certified Lotus Specialist) Domino R5 Application Development
2004 CLP (Certified Lotus Professional) Domino R5 Application Development
2004 IBM Lotus Notes Domino 7 Application Development Foundation Skills
2004 IBM Lotus Notes and Domino 7 Application Developer

Courses

May 2015 "Talend Open Studio" at Indra Italia SpA, Rome
May 2015 "SAS Data Integration Studio: Essentials" at SAS Institute, Milan
May 2015 "SAS Data Integration Studio: Additional Topics" at SAS Institute, Milan
Aug – Oct 2014 "PMP Project Management Professional" at Indra Italia SpA, Rome
Sep 2008 "CEFRIEL Project Management" at Visiant Galyleo, Sesto San Giovanni, Milan
Apr 2007 "High Impact Presentations" at Dale Carnegie, Milan
Apr 2003 "Data Modeling" at Formazione.Net, Milan

Skills

Programming Languages: *Currently used:* JavaScript, CSS, HTML, DHTML, Java, Visual Basic.Net, LotusScript, SOAP, SQL, PL/SQL, SAS Language
Used in the pasts: XML, Visual Basic 6, VBScript, VBA, C#
Elementary knowledge: C, Python, Matlab, Modula2, Pascal

Database: *Currently used:* Oracle 11, Microsoft SQL Server 2005, Microsoft SQL Server 2008, SAS
Used in the past: IBM DB2
Non-relational databases: IBM Lotus Domino

Operating systems: Windows 7, Windows XP, Windows NT, Windows 2000 Server, Windows 2003 Server
Linux Ubuntu, Linux Ubuntu Server, Linux Mint
Oracle Linux Server

Other skills: Data Flow Diagram
Entity-Relationship schemas
Mapping of requirements
Writing of functional and technical documentation
Model creation
Process mapping
Problem solving
Bottom-up and top-down estimating

Tools and products: Toad for Oracle, Toad for Sql Server, Oracle SQL Developer, IBM Lotus Domino Designer, SQL Server Management Studio, NetBeans, Microsoft Visual Studio 6, Microsoft Visual Studio.Net, Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Microsoft Access, Microsoft Visio, Microsoft

Project, OpenOffice.org, LibreOffice, Paint Shop Pro, Gimp 2, Photoshop

Languages

Italian	Mother tongue
English	Fluent (TOEFL grade 597 in 1994)

Interests

Occasionally I work as a presenter in a famous restaurant in Treviso, during some gastronomic events.

I've also been singing in a rock band for many years, in public places like bars, pubs, theatres and clubs.