# Pietro

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# Professional Profile

Mr. Pietro is a **seasoned executive** with a proven track record in **ITLeadership** to **alignIT** Solutions to **Business** strategy and model goals, to optimize performance, reduce costsand **enable** the **business above competition**.

He is a **technologist** and **visionary** in leading and practicing Enterprise & IT Architecture, in the areas of reviewing business strategies, process improvement, **transformation** and **change**, IT roadmaps and governance with cross-disciplined knowledge of architecturesand an expertise in conversing with business, corporate IT as well as partner audiences.

Mr. Pietro is currently working in the Shipping Industry as **Head of Enterprise Architecture** on a Global Scale, in charge of providing **guidance**, defining **standards,** policies, methodologiesand frameworks, with hands-on **strategy-to-operation**practice in tackling issues related to business consolidation and integration.

He also has a solid background in developing **businessblueprints** and **roadmaps**, IT Strategy, Virtualization & Cloud Strategies, Innovation and Transformation programs as well as in **IT Portfolio** management.

Mr. Pietro has previously worked in the Manufacturing, Chemicals and TELCO Industrieswithseveral years’ experience in large-scale, **business-critical** implementations of **BSS**and **OSS**, including operational and analytical CRM, ERP, Portals, VAS, BI, **informationstandardization** and **integration**.

Mr. Pietro has experience in **IT Governance** with in-depth knowledge of Service Strategy, Design and Transition in**SOA**-based multi-vendor and multi-technology environments.

He has also worked as **freelancer consulting** within multiple organizations in different industries supporting them in defining and delivering the **IT Strategy**.

Mr. Pietro holds an **Executive MBA** from **SDA Bocconi** with concentrations in **FIDM** (Financial Investments and Decision Making) and **IEM** (Innovation and Entrepreneurship Management).

# Education and Certifications

* **Executive MBA2006-07 - SDA Bocconi.** Concentrationsin **FIDM** (Financial Investments and Decision Making) and **IEM** (Innovation and Entrepreneurial Management).
* Laurea degree in **Electronic Engineering**- University of Cagliari.
* **TOGAF® 9**Certified.
* **MCITP SharePoint**® Administrator 2010.
* **MCTS** Windows Server® 2008 **Active Directory**, Configuration.
* **MCTS SharePoint**®**2010**, Configuration.
* **MCSA** - Microsoft® Certified Solutions Associate: **Windows Server 2012**.
* **MCSE** - Microsoft® Certified Solutions Expert: **Server Infrastructure**.
* **MCSE** - Microsoft® Certified Solutions Expert: **Cloud Platform and Infrastructure** (Charter).
* **ITIL®**Intermediate:**Service Strategy** and **Service Design**.
* Cisco **CCNA®**Routing and Switching**.**
* **ArchiMate® 2**Certified.
* **Arcitura SOA**Certified **Architect**, **SOA** Certified **Consultant**,**Cloud** Certified**Architect.**
* **EMC**Cloud Architect**EMCCA**Associate.
* Scrum Association - **Scrum Master** Foundation.
* ISACA **CISA**,**CGEIT**.
* University of Pennsylvania - **Gamification**

Languages

* **Italian**: Native or Bilingual Proficiency
* **English**:Full Professional Proficiency.University of **Cambridge**:**FCE** (2001) and **CAE** (2002)
* **French**: Elementary Proficiency

# 2015 – To Date Head of Enterprise Architecture

# UnitedArab Shipping Company – UAE

* IT/IS Strategy
* **CIO Office**: Enterprise Architecture, IT Strategy, Service Strategy and Design, Planning, Integration and Governance.
* Accountable for the creation, implementation & support of the **Technology Strategy**& auxiliary IT resourcing. Led the team responsible for providing direction around IT solutions across IT groups to ensure alignment in the long term architecture strategy in the creation of future technical standards and platforms with a $30M+ IT annual Budget.
* Built and maintained close **working relationships** with executive and business management through establishment of Business Architecture in line with Business Strategy **goals** and requirementsfor a $3.5B turnover across 76 countries.
* **Business & Technology Transformation:**Transformational Programme Delivery, IT Change Management and Agile Delivery through **Digital Transformation**(Cloud Computing, Mobility, Big Data).
* Enterprise Architecture
* Created and deployed the **EA Program**and led the **Enterprise Architecturepractice**in the development of strategic architectures across the enterprise, based upon business input to assure **consistency of architecture** across the organization, including integration architecture
* **Chaired** the **Architecture** and **Design Office** to define the Blueprint Design and Roadmap for the **architecture innovation program** to optimize use of existing and new technologies including ERP and SOA-based integration (**Foundation EA**)combining different technology platforms to become an End-to-End solution.
* Initiated and deployed enterprise architectural reference system using MEGA. Documented the architecture of corporate systems with infrastructure, people, integration, and business function details to enable Business and Technology capabilities evolution.
* Governance
* Developed and managed the **EA Governance** to **prioritize Technology investments**(**CAPEX**) and ensure **assurance** and **compliance** of all projects to the target state architecture**.**
* Developedthe **SOA**, **Cloud** and **Technology** Governance and managed the **IT Portfolio** accordingly.

# 2012 –2015 Head of Applications and Enterprise Architecture

# Qatar Foundation JV –Qatar

* IT/IS Strategy
* **Strategic Planning**. Set Enterprise Applications**vision**, **roadmap** and **plan**(s) towards realizing the IT’s strategies and objectives with multi-million USD **CAPEX**.
* Developed and maintained the company’s **business information systems** to ensure the attainment of business objectives.
* Stakeholder and Vendor Management (Demand).**Business advisor** on technology and vendor solutions.
* **Tender** and **procurement**: **selected** appropriate **vendors** and **solutions** as well as played a vital role in systems implementationdelivered within agreed timescales, budgets and quality.
* Enterprise Architecture
* In charge of leading and developing the **Enterprise Architecturepractice** with integrated adoption of standard frameworks (**TOGAF, ArchiMate, SOA**) and tools, documenting baseline,targetand transition Architectures across all domains.
* Working with a team of 10+ Principal Technologists from various vendors and partners, established solution architecture for business systems withbudgetof $20M using diversified technologies and skills.
* In depth IT architecture and design experience with strong experience in documenting clear **business cases** with cost and financial benefits.
* IT Governance and Operations
* Managed Business and Infrastructure **Applications** resources for optimal **performance** and **utilization** of **capital** and **operationalasset**.
* Developed and maintained the business information systems **budget**to ensure accurate **expenditure forecast** within agreed limits.
* Optimized architecture evolution in a multi-technology and multi-vendor IT landscape.
* **Commercial** and **Technical review** of system vendors and negotiation with system providers: raised and managedRFCs, PRs and POs with multi-million USD value accrual.
* IT **Policies**and **Procedures**definition and conducted **security** related activities.
* Program Management
* Deliveredcomprehensive, scalable and state of the art **IT Infrastructure**(Microsoft, Cisco, Palo Alto, HP, VMware technologies)project delivered on time and on budget. Full smooth and successful migration of all IT services.
* **SAP**(ECC, NW, EP, SOL-MAN, FI-CO, HR, MM) technical and functional implementation.
* Implemented internal and external**SharePoint**Web Portals to provide a unified repository to business transactions and Knowledge Management and deliver Corporate **EDMS**
* Defined and implemented**Backup**strategy for all IT Systems and Services.

# 2002 – 2012 Senior Manager, Enterprise Architecture

# Tiscali Spa - EU

* Led **IT** and **Enterprise Architecture** (based on **TOGAF**and**eTOM**), Processes standardisation (**ITIL**) and **ISO/17799** security standards to ensure the optimum use of information technology through the **IT strategic alignment with business objectives** and to identify and promote viable **architecture** and technologies.
* **Integration** and **standardization** of **ICT**services for **15European** subsidiaries (more than 50 companies acquired and consolidated) and external clients with adoption of a **Shared Service Centre** model.
  + Experience of client facing **consulting** and project delivery at **international** level supportinga multi-country business (**15 European Companies**with consolidate **revenues** up to **1 Bln €**) across a broad range of ICT areas.
  + In charge of the **CRM** systemsand **SOA**architecturewithin a complex **ITportfolio**(**BSS** / **OSS / VAS**)**,** implementation, migration and evolution to support core business activities.

Managed projects with value up to **10 Mln €**.

* + Directed post-merge applications and data migration (with value up to **7 Mln €**) to consolidate and optimize the IT Portfolio and enable Business Process standardization.
* **Optimization** of **information** management through the analysis of evolving **businessneeds**(Demand) and **technologycapabilities** to optimize utilization and reduce costs.
* Carried out training sessions and **workshops** as required. Experience in defining future **directions**, advertising, standardizing and coordinating**architectures**: delivery of effective architectural **roadmaps** and **blueprints** to lead the IT infrastructure and systems architecture evolution.
* Reduced time-to-market of new products by 5 times through Catalog configuration automation.
* In charge of Master Data Management – **MDM**.
* Activity of **Business Intelligence** and **data mining** to support Quality Assurance and Group-wide Business Performance Monitoring.Achieved 66.80% customer satisfaction (leader) with a customer base of over 10 Mln active users.
* Achieved**IT Governance** and **Operations** objectives by evaluating, recommending and delivering **new technologies**.
* Contributing information and recommendations to **strategic plans** and reviews; preparing and completing **action plans**.**KPI**definition, **monitoring** and **reporting**activities.

Experience in Business Analysis, **Business cases**, plans and **scenarios.**

* **LedChange Management (ITIL)** with **RFP** and **RFC** delivered on time and on budget (more than 4,000)**.**

Ensured all **business processes** and **workflows** were properly **analyzed** and **documented,** with commercial awareness and vertical market experience.

* IT Asset**Risk Assessment** and**Management**(**Risk Watch**) to evaluate and minimize impact of changes.
* Achieved **availability** of 99.98% uptime yearly of**CRM systems** throughadoption of monitoring systems with auto-recovery capabilities.

* **Program Management** including data migration, auditing projects, integration projects, change management accordingly to project standards in terms of time and budget,quality and risk.
* Led **Knowledge Management** Program to build a common knowledge system to support projects and operations within all the areas of the IT Division.
* Led **Problem Management** Programto improve problem management and reduce resolution time. Incident average resolution time reduced by 30%.
* **Team building** and **training** (led a **team** of professionals). Recruiting, selecting, training; planning, monitoring, appraising, and reviewing job contributions.

Built the team from scratch with a minimum turnover.

# 2002 – To Date Freelancer

* Implementedthe **CorporateInformation system**for a Company in the Education market: defined and documented Architecture domains, **information standardization** and **Data integration**from multiple sources and different functions.
* **Consulting** within a number of companies to define the IT Architecture and implement the ERP and BI systems (SAP).
* Delivered Business Intelligence Projects based on **Penthao** technologyfor an organization operating in the private sector.
* **Training** of **OOD** methodology (Java, UML), **Architecture** (J2EE), **ProgrammingLanguages** (Perl), **RDBMS** (Oracle), MS Office 2003 suite.

Audiences range from IT and non-IT professionals to IT Master students.

# 2000 – 2002 Project Manager

# Tiscali Spa - EU

* Deployed the European **advertisingplatform**, with a revenue generation of $800K per year delivered on time and on budget
* Led **Infrastructure Architecture**for **Data Centre**setup and evolution in a multi-vendor and multi-technology IT landscape (Servers, Storage, Network, Security, Backup&Recovery).
* **Project management** of on-line game and community **Portals**, both for the **European** Market, delivered on time and on budget.
* **Testing** and **delivery management** of a Company proprietary Browser.
* Delivered a Single Sign-On solution for Corporate Portal(more than 10 online services integrated) and E-Commerce Services.

# 1998 – 2000 IN Manager

# Tiscali Spa - EU

* Defined and delivered**Intelligent Network** services with a revenue generation of $500Kper year.
* **Vendor management**, feasibility study, requirements analysis, system capacity and availability, service support and service delivery
* **Responsible** for **Intelligent Network** Management and Maintenance System (Ericsson technologies, AXE, SCP, SDP, SSCP). Integrated **Intelligent Network** and **Web** systems for service management purpose.
* Analysis and **definition** of Intelligent Network **requirements** for new products/services and management of the process lifecycle (Ericsson technology)
* Collaboration with the Marketing and Customer Care areas to launch new products/services (pre and post-sales support)
* **Database design** for Help-Desk, Customer Care e Billing System support

**1997 –1998 Lieutenant, Corpo Tecnico**

**Italian Army**

* Development and maintenance of data processing applications in the Data Processing Centre.