GALLUCCI



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I’m an experienced program analyst looking to continue my career. I have excellent design & coding skills, as well as an ability to convert client requirements into exciting online applications and hardworking technically skilled bank debt collector who has a successful track record of creating softwares to maximise the performance levels of a debt collection department.

# PERSONAL INFORMATION

Born June 2nd, 1982

Citizenship: Italian

Marital status: married

# WORK HISTORY

19/04/2010–Present Intesa Sanpaolo Group Services, Potenza (Italy)

**Program analyst and bank debt collecting**

Program Analyst

* Programs the computer by encoding project requirements in computer language; entering coded information into the computer.
* Identifing requirements by establishing personal rapport with potential and actual clients.
* Confirming program operation by conducting tests; modifying program sequence and/or codes.
* Develops and maintains applications and databases by evaluating client needs; analyzing requirements; developing software systems.
* investigating current applications
* liaising with users
* producing specifications
* costing new or modified systems
* agreeing proposals
* writing new software and operating manuals
* testing the product to ensure that it operates satisfactorily
* training users
* handling support and feedback

Banking firm Debt Collector

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* Creating software to recover money from people who have taken out loans.
* Making outbound collection software to control debtors account.
* Reducing the outstanding debt owed to a company.
* Responding to telephone inquiries using standard scripts and procedures.

08/04/2009–20/01/2010 Webas - SABEW SRL, Rionero in Vulture (Italy)

**Software Engineer**

* Executing full lifecycle software development
* Writing well designed, testable, efficient code
* Producing specifications and determine operational feasibility
* Created a software for pizza and food self-vending machine
* Software solution for management of electronic tag in supermarket
* Database administrator
* Developing software for IT department use

17/11/2008–07/04/2009 Accenture Tech. Solutions, Naples (Italy)

Software Developer

* Creating database software for HRM for monitoring employee resources
* Supporting IT department team to create programs
* Develop and direct software system testing and validation procedures.
* Direct software programming and development of documentation.
* Consult with customers and/or other departments on project status, proposals and technical issues such as software system design and maintenance.
* Advise customer about, or perform, maintenance of software system.
* Coordinate installation of software system.
* Monitor functioning of equipment to ensure system operates in conformance with specifications.

# EDUCATION

01/10/2000–08/10/2008 Università degli Studi della Basilicata, Potenza (Italy)

Computer Science (BSc)

* Development of informative systems and web application

01.2001 – 12.2001 Istituto Giustino Fortunato, Rionero in Vulture (Italy)

Diploma maturità scientifica

# PERSONAL SKILLS

UNDERSTANDING SPEAKING WRITING:

* Italian mother tongue
* English Proficient user
* French Basic user

QUALIFICATION SKILLS

▪ Processes analysis

▪ Algorithms study

▪ Small office coordination

▪ Software engineering

▪ Database management

▪ Sofwtare analysis and development (Java, C++, C#, Visual Basic)

▪ Microsoft Office

▪ Microsoft Windows

▪ Linux