



## Personal Information

Name	Fabrizio
Surname	Bertolami
Address	
Mobile Phone	
E-Mail	
Nationality	Italian
Birth Date	August 7 1971

## Professional experiences

### From 10/2021 to date

**Role :** Team Leader/Service Manager

Service Manager of Banking Open API Support of a large international banking group, incident management and reporting for all Eastern European countries, Germany, Austria and Italy. Management of internal reporting and towards the financial authority. Automation of reporting and log analysis procedures (in Python and PowerShell). Reporting to the Director based in Munich, team leader of the Service Desk for PSD2 TPPs and coordinator for incident management between the backend, frontend and business teams.

**Technologies:** ServiceNow, BMC Remedy, Splunk, JSON, Python, Powershell,MS Office Suite

### From 9/2020 to current

**Role:** Delivery Manager, PMO

Project Management, development and maintenance of the dispatching module for electronic invoicing for a leading Italian telecommunications company towards the Revenue Agency (SDI) via FTP for sending and receiving all their invoices (around 11 million documents /month). The core module was developed using the AKKA Java framework, and a Console Software Balancer is used to provision multiple instances of the module, providing scalability and self-healing capabilities.

Activities are managed using the Agile framework (scrum for Change Request and new implementations while Kanban is used for AMS) through the Microsoft Azure Devops platform, including the build and continuous integration process. The code is checked on every build using GIT, Maven and SonarQube.

Project management of the electronic invoicing system and document exchange between

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production units (file-sharing) for an important Naval Group.

The activities are mainly aimed at the development and maintenance of the Java components of IBM FileNet P8 for both front-end and back-end functions. IBM Application Software communicates with the customer's OCR system and with SAP via SOAP Web Services.

**Technologies:** Microsoft Azure Devops, IBM FileNet, IBM Websphere, Java 1.7 e JavaScript (Dojo), Oracle DB 12g, Ant, Junit, Maven, SonarQube.

### From 5/2021 to 10/2021

**Role :** Project Manager/Team Leader

Management of the development and maintenance project of the E-Commerce platform for a company in the eyewear and eyecare sector for North America (customization of the HCL-WCS platform). Coordination and management of three external groups, two of which are based abroad (Brazil and Spain), aimed at developing new features. The development activities took place on Amazon AWS VMs. Scrum master of the teams, as well as coordinator of customer projects. Actively supported the testers during UAT and SIT ,application configuration, merge and deployment to Git repository, database upgrade and troubleshooting. If necessary, Java code development activities (backend) were carried out to support the team. Task and bug management using Atlassian JIRA

**Technologies:** Atlassian JIRA and Confluence, HCL WCS Web Commerce Platform, IBM Websphere, Java 1.8 , javascript, DB2, Ant, Junit, Maven, Eclipse, Fork, SOAPUI, QuickBuilder

### From 2016 to 2020

**Role:** Development Team Leader, Senior Java analyst/Developer

Management of development teams, both for internal projects and for corporate clients in different economic sectors. I introduced Agile and Devops methodologies into the company by training staff and actively using the Scrum and Kanban frameworks in project management. In order to strengthen the workforce, I was responsible for hiring developers and, if necessary, training them on the most used IT technologies. Using DevOps practices, I have popularized its use in project management through tools such as Maven, Jenkins, XLDeploy, Jira, and Confluence.

Project management, development and maintenance of the interface module for the Electronic Invoicing System of an important company in the telecommunications sector (11 million invoices/month).

**Technologies:** Atlassian JIRA/Confluence, Java 1.7 e Scripting Linux, SpringBoot, Docker, Apache web server, HashiCorp Consul, Oracle DB 12g, Ant, Junit, Maven, SonarQube.

### From 2001 to 2016

**Role:** Analyst/Java Developer

Development of calculation engines for the assignment of Credit Rating according to the specifications dictated by Basel II regulations, Creation of web-based applications aimed at budget analysis. Drafting of reference documentation and installation of applications as well as deployment on servers, testing and Customer Help Desk management. I was involved in all phases of the software life cycle production process from server installation and configuration to analysis and creation of software and database schemas. Developed customer specifications and implemented software based on Sun J2EE specifications. I participated in the Agile pilot

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project which created the flagship application (CGS) for the group's online platform for determining credit ratings according to Basel II regulations using the Java Spring Framework. Following the excellent result obtained, the entire IT sector (around 600 people) was converted to the Agile methodology.

**Technologies:** Atlassian JIRA/Confluence , HTML, XML, XSLT, Java 1.6 e JavaScript, Spring (core, integration, batch), Struts, IBM CTG, IBM WebSphere, MS SQLServer, Ant, EJB 2/3, Mybatis, Hibernate, Junit, Maven.

### From 1997 to 2001

**Role:** Maintenance Teams Manager/ PABX expert

Management of maintenance teams, telediagnosis / remote configuration of customer devices and ISDN / PSTN lines, Help Desk operator for technical support.

### From 1995 to 1997

**Role:** Quality Assurance technician

ISO-9000 Quality Assurance, Internal auditing, S.P.C. , Process Optimization Team Leader , Workforce Training in Quality and Process Control tools and methods.

## Training

- **2023** - Shield management e IoT con Arduino – ForteChance Torino, 95/100
- **2021** - IBM FileNet P8 Platform Administration (V5.5.x) - IDM Consulting Srl
- **2014** - Agile Scrum/Kaban Framework - Open Ware Srl
- **2008** - Project Management - ENGIM Piemonte/Excursus (90 hours), 90/100
- **2000** - Java programming language - IAL (300 hours)
- **1995** - Technical Diploma on the ISO 9000 Quality System/UNI-EN 29000 - ENFAP (1000 hours) 90/100

## Education

- Currently enrolled to the II year of the Bachelor's degree course in History - Turin University
- Master's Degree in International Sciences – Turin University , 106/110
- Bachelor's degree in Sociology and Social Research - Turin University 95/110
- Electronic Engineering High school - I.T.I.S. E. Majorana , Grugliasco (Turin), 54/60

**Language Skills**

Italian	C2
English	B2
Russian	A1

**Technical Skills**

Programming Languages	Java 5/6/7 Servlet/JSP, Struts, Trax, Spring Framework, FOP, HTML, XML,XSL, XSLT, Web Services, Javascript, SQL, Perl, IBM CTG, Ant, EJB 2/3,Mybatis, Hibernate, Junit, Maven, Android 4, Python, Docker, Powershell,Arduino Programming Language
IDEs	BeaWebLogic, Eclipse, NetBeans, WebSphere Studio, JBuilder, SOAPUI, MS Visual Studio, Arduino IDE
Database management / Knowledge management	Microsoft SQL Server 2005/2008, MySQL,Oracle 10/11/12, Teradata,DB2
Operative Systems	Microsoft Windows 95/98/ME/2k/xp/Windows 7,Windows 10, Linux Debian
Collaboration tools	Word, Excel, Publisher, Access, Internet Explorer, Mozilla Firefox, Atlassian JIRA/Confluence, Azure Devops
Methodologies	Waterfall, Agile Scrum , Kanban
Server	Apache HTTP Server, JBOSS, Jakarta Tomcat, IBM Websphere 5.0/6.1/7/9, Bea WebLogic 7.0
Development Tools	Filezilla, Putty, Telnet, Fork, DBeaver, SQLExplorer, Splunk
Version Control Software	CVS, SVN, Git
Networking skills	Medium

**Certifications:**

**IBM Filenet\_P8\_Platform\_v5.5.x**



**IBM Solution\_Architect-CloudPak for Automation V20.0.1**

