

# Andrea Ciolini

andrea.ciolini (at) alice.it

## PROFESSIONAL EXPERIENCE

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July 2010 – Present **DHL Express Europe, Bonn (Germany)**

*Customer IT Manager Europe (40% FTE)*

- Managing European information systems operations and services towards external customers (ERP/Supply Chain/EDI service tower)
- Leading complex cross-functional strategic initiatives with technical and business teams in different countries
- Successfully managing geographically dispersed infrastructures with data centers and first level support in the Czech Republic, second level support in Malaysia and third level support in the USA
- Provide vision and leadership to the introduction of SOAP/WDSL Web Services as a global IT system and best practice introduced with customer Nuovo Pignone
- End to end responsibility and presentation of results through Balanced Scorecard reporting, KPI and service quality metrics with critical analysis of risks and counteractions to European leadership
- Ensuring consistency amongst 27 countries, promote collaboration and sharing of best practices

February 2007 – Present **DHL Express Italy, Milan (Italy)**

*Customer IT Manager Italy (60% FTE)*

- Heading the Italian information system team responsible for B2B and A2A integration applications and servers and TLC infrastructure
- Responsible for business and technical requirement analysis with internal and external customers leading to feasible and measurable cross functional projects
- Deliver on those proposals by respecting P&L and timelines of the project while exceeding customer expectations
- Motivate and retain a small but very productive team as well as in-source or out-source necessary professional profiles (up to 6 internal and 16 external FTEs)
- Opex and Capex responsibility (up to 700k EUR yearly) in agreement with annual country business plan and overall IT budget
- Systematically monitor quality criteria to perform corrective actions and improvements based on data-driven Six Sigma best practices (primarily DMAIC)
- Full ownership of contractual agreements with development and infrastructure third-parties. Regularly making sure that Service Level Agreements are respected

September 2001 – January 2007 *Express Customer Solutions Manager*

- Managing B2B system integration and customer automation systems
- Responsibilities include business requirements analysis, project management for the software lifecycle with internal or external developers (in Italy or abroad)
- Successfully run consolidation and decommissioning programs in favor of standard regional tools
- Introduced Skype and Microsoft Communicator to enable collaboration and conferencing between 70+ DHL stations distributed all over Italy
- Implementation and localization of global and EMEA applications for the domestic environment
- Continual service improvement through performance monitoring and sharing best practices with European colleagues

- September 2000 – August 2001 **Creature Labs (now Gameware Development), Cambridge (England)**  
*eCommerce Marketplace Manager*
- Created and launched the new e-commerce portal selling own and third-party interactive entertainment products
  - Full budget ownership of both business and technical project streams
  - Responsible for selecting and acquiring the e-commerce platform and server hosting as well as negotiating the overall support and SLA contracts
  - Integrated HSBC multi-currency credit card payment system
  - Implemented Business Intelligence and CRM services to help marketing understand customer behavior and discover up-selling and cross-selling opportunities
  - Cross functional coordination with other departments (marketing, logistics and finance)
- 1999 **Ubisoft, Milan (Italy)**  
*Assistant Product Manager*
- Contributed to product marketing plans for the launch of several interactive entertainment titles on different platforms on the Italian market
  - Product demo at trade shows, marketing plan presentation to the distribution partner and sales force
- Older roles    Sep. 1998 – Dec. 1998 – *Web Development Consultant* - **Rocket Science, San Rafael, CA (US)**  
                   Jun. 1997 – Sep. 1997 – *Web Development Intern* – **Time Magazine, London (UK)**  
                   Aug. 1993 – Dec. 1996 – *Assistant Sales* – **L'Antica Filanda (family business), Lucca (Italy)**

## LANGUAGES

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- English: fluent
- French: basic

## EDUCATION

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- **Warwick Business School, Coventry (England) 2004-2008**  
 Master of Business Administration (MBA) by Distance Learning  
 Dissertation: "Competitive advantage through RFID technology. Benefits and risks for express delivery companies."
- **European School of Economics, Lucca (Italy) 1996-2000**  
 BA (Hons) in International Business. First Class Honors.  
 Dissertation: "Gaining sustainable competitive advantage in the interactive entertainment industry."
- **University of California at Berkeley, Berkeley (USA) 1998**  
 Professional Marketing Diploma awarded with distinction.  
 Business negotiations workshop
- **"A. Meucci" Technical High School, Massa (Italy) 1993**  
 Computer Science Diploma

## SKILLS

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### IT Management

Service Management (ITIL v3 certification - 2009)  
Project management (Prince2 Certified Practitioner – 2006)  
Program management with multiple concurrent projects in the portfolio  
Full software development life cycle  
Information systems design and architecture  
Agile development methodologies (SCRUM in particular)  
Continuous improvement and quality control (Lean Six Sigma - DMAIC)  
Budgeting (Opex/Capex) and forecasting (one-off projects and SW/HW/TLC services)  
Cost control (Virtualization, Decommissioning, Standardization, Outsourcing initiatives)  
3<sup>rd</sup> party contractual agreements and negotiations (for development and infrastructures)  
Service Level Agreement redaction/monitoring with internal or external providers  
HR Management (hire, train, motivate, evaluate, release)  
Change management (and related technical and human impacts)  
Balanced Scorecard/Progress metrics reporting to members of the board  
Unified communication and collaboration  
Geolocalization and address validation/normalization (Software as a Service/Cloud)  
Business process reengineering (related to user impacts of application changes)

### Applications

Extensive knowledge of Windows Server platforms, Linux, HP-UX, and AS/400 systems  
Extensive knowledge of Microsoft Word, Excel, PowerPoint, Access, Visio, Project

### Programming languages and databases

Good knowledge of C/C++, Visual Basic, Java, Perl, PHP  
Managing projects with different technologies including J2EE portals (Apache Tomcat with Oracle database), XML/Web Services (with .Net-SQL/Java-Oracle/PHP-MySQL), SAP integration via SAP NetWeaver (XI), Informix/4GL, Cobol (in Linux with DBMaker) e Delphi (with DBISAM)

### Networking

LAN\WAN\WLAN infrastructure design  
Operating knowledge of DNS, DHCP, TCP/IP, SMTP/MIME, FTP, SOAP, EDI

## PERSONAL DETAILS

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Date of birth: 28th March 1974  
Place of birth: Pietrasanta (LU)  
Marital status: married