

ANDREA CIOLINI

andrea.ciolini (at) alice.it

PROFILE

MBA educated customer facing manager with more than 15 years of international experience delivering complex software solutions to strategic prospects. Being responsible for profit and loss, respecting budgets and deadlines, as well as creating long-lasting and mutually-beneficial relationships with customers.

PROFESSIONAL EXPERIENCE

February 2007 – Present **DHL Express, Milan (Italy)**
Customer Integration Services Manager

Reporting to the Mediterranean cluster CIO, leading the team responsible for pre-selling and delivering client specific solutions. Remit includes supporting sales team extend distribution-logistics portfolio with value-added customer solutions, understanding customer needs and transforming them into feasible and measurable technical requirements (Demand management), responding to RFIs and RFPs (Bid management), negotiate and own contract SLAs, motivate and retain team members (People management), end-to-end responsibility for meeting budgets and timelines while exceeding customer expectations. Projects range from e-billing integration via XML, global J2EE SOA portals and bespoke customer ERP integration with DHL operational back-end services (such as booking, track and tracing, and labeling).

September 2001 – January 2007 *Express Customer Solutions Manager*

Reporting to the Application Manager, responsible for the delivery of B2B customer solutions as well as the deployment and second line support of global and regional eCommerce applications in Italy. Responsibilities include business requirements analysis, presenting statement of work to executive contacts, managing project managers and developers (in-sourced or outsourced), implementing global and EMEA applications, continual service improvement through performance monitoring, sharing best practices with European colleagues.

September 2000 – August 2001 **Creature Labs (now Gameware Development), Cambridge (England)**
eCommerce Marketplace Manager

Reporting to the Business Development director, managed the creation of the new eCommerce channel selling own and third-party interactive entertainment products in electronic and physical form. Responsibilities ranged from vision, business and project planning to overseeing implementation and generating revenues. Plus they included the setup and integration with the e-payment gateway system (HSBC) and fulfillment company.

1999 **Ubi Soft, Milan (Italy)**
Assistant Product Manager

Reporting to the Group Product Manager, contributed to marketing plans and product launch of several software titles for PC and consoles. Additional tasks included: demonstrations at B2B events and trade shows (e.g. SMAU), market research, presentation of new products to the sales force and distributors, demonstrations at B2B events and trade shows.

Fall 1998 **Rocket Science, San Rafael, California (USA)**
Consultant

Designed corporate site prototype and PowerPoint templates to be used in sales presentations.

Older Roles

Jun. 1997 – Sep. 1997 **Marketing Research Intern – Time Magazine, London (UK)**

Aug. 1993 – Dec. 1996 **Retail Assistant – L'Antica Filanda (family business), Lucca (Italy)**

LANGUAGES

- English: fluent
- French: basic

EDUCATION

- **Warwick Business School, Coventry (England) 2004-2008**
Master of Business Administration (MBA) by Distance Learning
Dissertation: “Competitive advantage through RFID technology.”
Principal subjects covered: Information Systems Strategy, Management of Change, and Market Analysis
- **European School of Economics, Lucca (Italy) 1996-2000**
Principal subjects covered: International Marketing, Small & Medium Business Entrepreneurship, Information Technology, Economics
BA (Hons) in International Business. First Class Honors.
- **“A. Meucci” Technical High School, Massa (Italy) 1993**
Computer Science Diploma

PERSONAL SKILLS

- Excellent communication and presentation skills, flexibility to adapt to IT and business counterparts
- Good analytical skills envisioning technologies in the actual business market
- Entrepreneurial spirit with 'can do' attitude
- Proven adaptability in multinational and multicultural environments

ORGANISATIONAL SKILLS

- Leadership skills (up to 5 internal and 16 external FTEs)
- Advanced marketing skills certified by the Professional Marketing Diploma awarded with distinction by the University of California at Berkeley (USA) August 1998 - December 1998
- Strong Business Negotiations skills strengthened with a 16h workshop at the University of California at Berkeley (USA) in 1998
- Process improvement skills with First Choice Master Bronze diploma (Six Sigma Green Belt equivalent in Deutsche Post DHL) received in 2009

TECHNICAL SKILLS

- Advanced programme management and IT delivery skills (Prince2 Certified Foundation and Practitioner - 2006)
- Advanced IT Service management skills (ITIL v3 Certification - 2009)
- Joint Application Design methodology (as a facilitation technique for requirements gathering)

COMPUTER SKILLS

Operating Systems

Extensive knowledge of Windows Server platforms
Working knowledge of Linux, HP-UX, and AS/400-based systems

Applications

Extensive knowledge of Microsoft Word, Excel, PowerPoint, Access, Project and Visio
ERP operations (supply chain management, general ledger, accounts receivables/payables, CRM)

Development

C/C++, Java/J2EE, Delphi, Perl, Visual Basic, SQL, HTML, XML, CSS and PHP

Databases

Oracle, Informix, SQL Server, MySQL, DBISAM, MS Access

Networking

DNS, DHCP, SSL/TLS, SMTP/MIME, FTP(S), HTTP(S), SOAP/WSDL, VANs.

Electronic Data Interchange

XML, Ansi X12, Rosettanet, IFTMIN, IFTSTA, IFCSUM, DESADV, INVOIC, CSV, Web EDI, customized flat files

Selection of key customer projects/technologies:

- Global customer (General Electric Oil & Gas division) intranet portal integration for shipment quotation, tracing and billing (Web Services Over SSL using Java Secure Socket Extension)
- Reverse Logistics platform for customers H3G, Comdata, A-Novo, LG, Toshiba (J2EE web portal on Apache Tomcat and Oracle Database exposing and consuming Web Services through SOAP)
- SAP integration via SAP NetWeaver XI for customer Ducati
- Relabeling tool for customers Alessi, L'Oreal, Chiapparoli (written in Cobol on Linux with DBMaker db)
- Italian track and trace web portal for customers (ASP .NET on IIS with Microsoft SQL Server)

PERSONAL DETAILS

Date of birth: 28th March 1974

Place of birth: Pietrasanta (LU)

Marital status: married