

BARBARA FILECCIA

SUMMARY

Strong experience gained through over 17 years in Banking industry.

Covered role as IT Asset and Service Manager, Scrum Master, Project Manager, Project Management Officer and Supervisor in challenging projects.

Main skills:

- Management and execution of strategies and tactics to achieve company goals
- Management of relationship with customers, stakeholders and IT teams
- Government of meeting session with all stakeholders involved
- Change and Release management
- Test Management (such as writing testing cases, execution and test manager)
- Able to solve issues with tactical and strategic solutions
- Daily operations management ensuring the execution of the team schedule
- Manage and supervise customer experience
- Team building skills
- Able to work in fast-paced work environment

A reputation for creating high quality work standards. Collaborative, adaptable and result oriented.

MY BELIEF

Every change I have got during my carrier is the result of my will: I am not scared about new challenges and I am sure my professional and personal skills will be a value for your company.

EXPERIENCE

**Apr 2021 –
Present**

Intesa Sanpaolo S.p.A. - Infrastructural Service Manager

Responsible for relationship with foreign customers collecting their IT needs, managing agreement about SLA and grant the delivery. Main responsibilities:

- Manage day-to-day operations related to infrastructural needs
- Implement policies and procedures that will assure a well-managed, well-maintained infrastructure
- Supervise service and maintenance contracts for vendors
- Act as primary connection with Department of Information Technology for all stakeholders
- Responsible for managing results-oriented contract services, including offers, negotiation, detailed procedures, meetings, work orders, quality control and payment approval
- Participate in expense management efforts, including continual assessment of contracts and services
- Promote organizational strategies, policies, procedures, goals and objectives

**Mar 2019 –
Mar 2021**

Intesa Sanpaolo S.p.A. – Scrum Master

Role of scrum master in a project related to a new financial loan product. Main tasks:

- guide the team during the design process by promoting a serene and effective environment without obstacles
- collecting business requirements
- ensure the correct application of Scrum processes
- supervision of scrum events and ceremonies
- create an agile and scrum mindset
- coordination of SAL with customers and stakeholders

**Mar 2017 -
Feb 2019**

Intesa Sanpaolo S.p.A. – IT Project Manager

Responsible for the implementation of a brand-new internet banking platform dedicated to kids and youth. Main tasks:

- Collecting business requirements
- Functional analysis
- Grant change e release management
- Use-cases definition and execution status check
- Coordination of the internal and external (suppliers) team members
- Coordination of Monitoring the projects progress in terms of time and cost
- Ensure that delivery comply with the expected quality standards and product requirements
- Coordination of SAL with customers and stakeholders

**Gen 2012 -
Feb 2017**

Intesa Sanpaolo S.p.A. – IT Project Management Officer

Responsible for supporting the Project Manager and team members giving them the useful information to reach the goals. Main tasks:

- Full vision of the project and understanding of their status
- Monitoring the project progress
- Report to Senior Management on project status
- Check the correct use of project management tools
- Support PM and team members during the projects

**Feb 2010 -
Dec 2011**

**Intesa Sanpaolo S.p.A. – IT Project Management Officer
Project Retail Insurance**

Responsible for supporting the Project Manager and team members giving them the useful information to reach the goals. Main tasks:

- Monitoring the project progress
- Support PM and team members during the projects
- Daily briefing session with all stakeholders involved
- Find out risks and critical issues and supply functional solutions
- Escalation management
- Report to Senior Management on project status
- Use-cases execution status check

**Sep 2007 -
Jan 2010**

Intesa Sanpaolo S.p.A. – IT Project Manager

Responsible for the installation of the Finance IT system (DOF) from the old platform to the new one. Tasks:

- Functional analysis
- Technical analysis
- Grant change e release management
- Experience as project manager
- Monitoring the project progress
- Ensure that delivery comply with the expected quality standards and product requirements
- Coordination of SAL with customers and stakeholders

**Jun 2006 -
Mar 2008**

Intesa Sanpaolo S.p.A. – IT Project Manager

Responsible for technology integration of two important Italian banks (Banca Sanpaolo Imi and Banca Intesa) over mandatory subjects. Tasks:

- Functional analysis
- Technical analysis
- Experience as project manager
- Coordination of SAL with customers and stakeholders
- Monitoring the project progress

**May 2005 -
Aug 2006**

Sanpaolo Imi S.p.A. – IT Team leader

Responsible for migrating the software platform managing the balance sheet of all banking companies. Tasks:

- Functional analysis
- Technical analysis
- Normalization and standardization of data
- Development of some processes in Cobol language
- Experience as a team leader

**Apr 2004 -
Jun 2005**

Sanpaolo Imi S.p.A. – IT Technical analyst and developer

Responsible for the management software on the mandatory regulation. Tasks:

- Technical analysis
- Development software with Cobol language
- Experience as a team member

**Feb 2003 -
Apr 2004**

Gepin S.p.A. – Cobol developer

Consultant at Sanpaolo Imi S.p.A. Main tasks:

- Development software in Cobol language
- Data extraction and conversion
- Running diagnostic
- Experience as a team member

**Mar 2002 -
Jan 2003**

Gepin S.p.A. – Cobol developer

Consultant at Italgas S.p.A. Duties:

- Development of management applications in Cobol language
- Masks construction
- Query data construction

**Dec 2001 -
Mar 2002**

Gepin S.p.A. – Scholarship as Cobol developer

Consultant at Italgas S.p.A. Activities:

- Development of management applications in Cobol language
- Masks construction
- Query data construction

**Nov 1999 -
Sep 2001**

Geom. Monesi Guido – Assistant to the expert of the court office

Administrative employee. Activities:

- Telephone management
- External commissions with courts and government agencies
- Drafting documents

**Jun 1998 -
Oct 1999**

Lawyer Zurlo Gianfranco – Torino – Legal assistant

Administrative employee. Tasks:

- Telephone management
- External commissions with courts and government agencies
- Drafting documents

QUALIFICATIONS

2019	Scrum Master Scrum Master course
2018	PMI Project Management course
Sep 2001 - Dec 2001	Scholarship at Gepin S.p.A. Cobol language course
Oct 1997 - Jun 1998	Certified Tecnico di Automazione di Ufficio at C.I.O.F.S. - F.P. PIEMONTE Knowledge of all Microsoft Office Suite and 2 months stage at the Zurlo lawyer office
1990-1995	Diploma Linguistico Istituto Santorre di Santarosa – Torino Language High School covering subject such as English and French languages and Literature, Maths, Italian Literature, History

TRANSFERABLE SKILLS

Computing: Highly computer literate. Excellent knowledge of Microsoft Project, Project and Portfolio Management (HP Software), Microsoft Powerpoint, Microsoft Lync, Eroom (EMC Corporation), HP Application Lifecycle Management, BMC Remedy, Microsoft Excel, Microsoft Word, Cobol

Languages: Italian – Mother tongue, English – intermediate, French - moderate