

Giuseppe Trivigno

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Project Manager certified, with 10+ years' experience in the management of professional Services. Ability to lead projects and services to meet and eventually overcome the goals on time, on cost, and, most of all, on quality. Spirit of initiative and excellent ability to learn and adapt to the project's need. The professional relationship with clients is enhanced by the attitude for flexibility, dynamism and availability. Fast learner with positive attitude, always ready for new challenges and responsibilities. Proactive and collaborative team worker, but able to work independently being accountable for flawless execution and for on-time delivery.

PMI's Project Management Professional (PMP®) credential obtained in 2012, Professional in Business Analysis (PMI-PBA®) in 2014, PMI Agile Certified Practitioner (PMI-ACP®) in 2016 and Project Management Office Value Ring Certified Practitioner (PMO - CP®) in 2018.

I am currently working in InsurTech field in UnipolSai with the responsibility of define, developing and launch telematics product.

WORK EXPERIENCE

2017 - present

IOT PROJECT MANAGER DATA MANAGEMENT – ALFAEVOLUTION TECH – UNIPOL

- + Help the business to define the scope of Telematics in new Products or enhancing the existing ones through a constant monitoring of the field solutions and competition.
- + IoT Devices device specifications within the Research & Development Department.
- + Customer Journey and Process definition for new products
- + Fields involved: IoT Systems for Home and Small / Medium-sized Businesses, Telematics Box for Cars, MotorBike, Agriculture, Bike and Helmet, Tracking Devices.
- + Data Monitoring for production environment in order to create automatic CRM alert and rules, define anomaly procedures.
- + Planning, risks, requirements, delivery and quality supplier management.
- + Reporting to Marketing Departments trends, productions highlights.

2014 - 2017

PROGRAM MANAGER OFFICER – Reply for FCA

- + Program Manager for Strategy, User Experience, Connectivity, Operations Departments for the user adoption of connected services.
- + Logistics, Orders flow set up for Telematics Tbox management.
- + Training for Sales, Network and Technical Service Departments.
- + Road Assistance flows for crash response and breakdown call.
- + Set up of CRM via email, phone calls, SMS and push notifications.
- + Lyfe cycle management of new features for website, mobile app and on-board unit. Change request and release management coordination.
- + Data set and trends analysis to identify customers' needs and new business opportunities.
- + Projects' advancements, feasibility plan and status activities to several internal stakeholders and external suppliers: top management, planning and engineering departments, ICT, developers, content providers, business analysts, press offices, sales and after-sales teams.

2013 - 2014

TEST MANAGER – Reply for Vodafone Global

- + Lead the certification process for Cloud and Contacts Mobile Apps available in 18 countries

- + Strategy and Quality Management Plan for 6 new deploy for Google PlayStore, Apple App Store and Windows Phone Store, rollout of 3 new Operations Countries with impact to BackEnd, Web, PC and MAC Apps.
- + Working as liaison between different Departments in order to achieve time to market needs, priority changes and risk assessment for quick react to any new marketing demand.
- + Automate performance, probe and availability system tests with Scrum, acting as Product Owner managing the product backlog.
- + Resource identification, role assignment and tasks allocation for a team of 12+ people distributed in Turin and Düsseldorf.

2008 - 2013

SERVICE MANAGER – Reply for Vodafone Italy and PosteMobile

- + Management of validation processes leading to the development of new handsets, SIMs and Internet Keys.
- + Daily resource management of 20+ people distributed in Turin, Milan and Ivrea, optimizing internal and logistics costs for the best allocation.
- + Feasibility studies and Pre Sales customer negotiation for new activities in mobile and bearer technological areas.
- + Service reporting and impact evaluation toward the end user and competition benchmark.

2006 – 2008

TECHNICAL EXPERT – Reply for Vodafone Italy

- + Definition and execution of test lists concerning requirements for Multimedia area. Troubleshooting and media contents creation.
- + Scouting of new technologies aimed to optimize the customer experience in the use of telco channel.

2005

SAP CONSULTANT – Capgemini for Italgas

Business Analyst for Maintenance SAP ERP Application.

EDUCATION

2005

Master in Information Systems Integration and Auditing

School of Management (SAA), University of Turin. Final Mark: 110/110

1999 - 2005

Master Degree In Telecommunications Engineering – Politecnico di Torino

Final mark: 100/110. Member of Italian Society of Professional Engineers

2003 - 2004

Exchange Student Program Erasmus – Royal Institute of Technology (KTH) Stockholm
Master Thesis was carried out at the Signals, Sensors and Systems (S3) department

CERTIFICATIONS

PMO Global Alliance

- + Project Management Office Certified Practitioner (PMO - CP®), 2018

Project Management Institute (PMI)

- + Agile Certified Practitioner (PMI-ACP), 2016
- + Professional in Business Analysis (PMI-PBA), 2014
- + Project Management Professional (PMP), 2012

SKILLS

LANGUAGES

- + Italian: mother tongue /English and Spanish: fluent

COMPUTER SKILLS

- + Excellent knowledge of Microsoft Project, Office (Word, Powerpoint, Excel), software debugging and ticketing platform.

OTHER SKILLS

- + Passionate about project management, innovation, technology.
- + Communication and relationship skills in multicultural and international contexts.