

# Ing. FRANCESCO AMENDOLA, MBA

July 18, 1979

Rome (ITALY)

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## CIO – Chief Information Officer

**Digital Transformation - IT Governance - IT Operations & Service Management (SLA & KPI)**

### Professional profile

I am a **manager** in the ICT – Information and Communications Technology sector, with **more than 17 years** of professional experience:

- I manage hundreds of complex IT systems to provide innovative and digital services, ensuring **Business Continuity >99,99%** and **SLA fulfillment**
- I manage more than **170 people** working in the ICT Department, motivating, leading and helping them to reach the specific goals, according to the company strategy

In 2003 I graduated cum laude in Electronics Engineering; in 2011 I obtained a **MBA** degree; since 2013 I am an Executive (*Dirigente*).

I have a wide experience in the IT technical field: I am specialized in identifying innovative products and developing advanced technological solutions, aimed to **reduce the TCO** and to achieve a more efficient operations management, as well as in process reengineering activities in order to achieve **Digital Transformation** goals. I have also a good knowledge of **e-Payment solutions** and **financial services**.

During my working experience, I also improved several **soft skills**, such as people management, time management, negotiation, and conflict resolution. I have excellent skills in analysis, problem solving, **customer relationships**, planning and project management; I am strongly motivated and committed to the results; I am recognized as a **good leader**, being able to delegate and effectively communicate; I have always worked with international teams, in an international environment.

### Professional experiences

atac



**ICT Director**

**2019 – onwards**

**ATAC SpA** – Rome Public Transportation – Revenue > 1 Mrd € - 11.000+ employees

[www.atac.roma.it](http://www.atac.roma.it)

### Achievements

- tap&go project (EMV Transit): access to the underground and railways lines with a contactless payment card
- re-engineering of the IT systems and solutions: Web Site, Mobile APP, ERP, CRM, Service Management, etc.
- renewal of the electronic ticketing systems, devices, and payment solutions

## Responsibilities

- Definition of the ICT and Cyber Security strategy, and of the ICT Systems Improvement, Business Continuity and Disaster Recovery Plan
- Technical Operations, SLA fulfilment and KPI management
- Budget definition and monitoring (25 Million Euros/year)



### Chief Information Officer

2009 – 2019

**Novomatic Italia SpA** (Novomatic Group) – Rome Headquarter  
Gaming, VLTs, Slots and Betting – Revenues 400 Mio € – 3.000+ employees  
[www.novomatic.it](http://www.novomatic.it)

**Admiral Pay Srl** – Payment Institute – [www.admiralpay.it](http://www.admiralpay.it)

## Achievements

- Reduction of the financial impact of an operational issue of more than **10 Million Euros/year**
- IT Service Management system ITIL oriented, resulted in reduction of Operational Costs by **300k Euros/year**
- High levels of Business Continuity of the managed gaming systems: yearly **up-time > 99.99%**
- Ensured the respect of the Service Level Agreements (SLAs): **zero Euro of penalties**

## Responsibilities

- Leading the IT department, with more than 40 people organized in 5 teams
- Responsible of the financial services of Admiral Pay, the Novomatic Italia Payment Institute ( )
- IT Services provisioning to the Novomatic Italia group of companies: 10 companies, 30 sites, 1,500 employees
- Budget of about 5 Million Euros/year
- Operations of more than 25 different gaming systems, including 13 VLT gaming systems serving more than 4,000 venues and 25,000 gaming machines, producing a total yearly revenue of hundreds of millions of Euros
- Digital Transformation, especially in ERP & CRM processes (Sales, Purchasing, MRP, Logistics and Warehouse)

### Project & Product Manager

2006 – 2009



**Nextel Italia Srl** – Rome

Telecommunications – Revenue 10 Mio € – 10+ employees  
[www.nextel.it](http://www.nextel.it)

### ICT Security Lead Auditor

2004 – 2006



**Agenzia delle Entrate** (Italian Revenue Services) – Naples  
Public Administration  
[www.agenziaentrate.it](http://www.agenziaentrate.it)



### International Roaming Expert Group (IREG) Assistant

2003 – 2004

Alosys @ **H3G Italia**, Rome  
Mobile Telecommunications  
[www.tre.it](http://www.tre.it)

## Education

**MBA (Master in Business Administration)** Executive, Link Campus - University of Malta, Rome **2010-2011**

Final Dissertation: *The implementation of an Integrated Information System: challenges and impacts in a service enterprise for decision-making support* (Supervisor Prof. Ing. Giuseppe Perrone)

**Master in Engineering and Economy** for the Environment and Territory, University of Roma Tre **2004 – 2005**

**Bachelor in Electronics Engineering** (5 years), final mark 110 summa cum laude, University of Roma Tre **1997 – 2003**

## Skills and Competences

Team Leadership – Can-Do attitude – Performance-Driven – Forward-Thinking

Digital Transformation – e-Payments – Pre-sales & Post-sales Support – Quality Management (Six Sigma)

IT Governance – IT Strategy – IT Service Management (ITIL v3, CMMI-SVC) – Risk Management – IT Security (ISO 27001)

## Additional Information

**ITIL v3 Foundation** certified (2012) - **Green Belt Six Sigma** certified (2013) - **CMMI-SVC** (2015)

English: proficient user – French: independent user – German: basic user – Italian: mother tongue

Guest Speaker on Operations Management and Project Management classes at “Loyola University Chicago” and at the “American University of Rome”

**Program Director** of Rome Business School – Master in Data Science

Hobbies: Play guitar and piano – Photography

Scholarship at the **Lamaro-Pozzani University College** in Rome (1997 – 2002)

Volunteer experience: Digital Animator at S. Bendetta Cambiagio F. ODV, Peter Pan onlus

December 05, 2020