



Contalbo Davide Fedele

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ABOUT ME

With 8+ years of experience in the Information Technology / Telecom industry, I have acquired technical project management knowledge, especially in Contact Center technologies. I possess strong knowledge of the software development and IT product design lifecycle. My current objective is to acquire Digital Skill of newIT (Agile, Cloud, AI, BlockChain) in order to help my company to lead projects in new technologies.

SKILLS

TECHNICAL

GENESYS CTI FW	
ORACLE	
WORK FORCE MGMT	
AGILE	
SALESFORCE	
BLOCKCHAIN	

PERSONAL

COMMUNICATION	
PROJECT MGMT	
TEAM PLAYER	
ENGLISH	
ITALIAN	

DAVIDE FEDELE CONTALBO

BUSINESS & SYSTEM INTEGRATION ASSOCIATE MANAGER

EXPERIENCES

ASSOCIATE MANAGER (2014 – present)

Accenture

I coordinated CTI development team for deployment of new Contact Center Strategies and Channels. So, I managed delivery process for deploy of Genesys WorkForce Optimization suite and deployment of custom mediation layer between WFO and Contact Center applications.

CONSULTANT (2011 – 2014)

Accenture

I led functional and development team to implement Client Requirements about Contact Center Work Force Management capabilities. I managed entire delivery lifecycle of software, from requirements gathering to post-rollout support activities.

STAGER AND ANALYST (2007 – 2011)

Accenture

Starting from telecommunication degrees and knowledge, I studied IP Multimedia Subsystem (IMS) architecture and its application in Telco industry. As analyst role, I analyzed customer and network data to monitor xDSL dynamic profile management. Finally, I created new IVR services and routing rules in IPCC Project and assisted dev Team in new functionalities deploy.

EDUCATION

BACHELOR'S AND MASTER'S DEGREES IN TELECOMMUNICATION ENGINEERING (2002 – 2008)

Politecnico di Bari

Bachelor of Telecommunication Engineering, 108/110 (December 2005); Master of Telecommunication Engineering, *Magna cum laude* (April 2008)

MAIN PROJECTS

PROMO PLATFORM TRANSFORMATION (2016 – 2017)

Samsung Electronics

Project scope was to migrate Samsung Electronics Promo Platform from Vendor architecture and applications to Samsung ones: the client need was to obtain the overall management of promotion business processes and data. My role was to support client in the project governance and to provide technical architecture review.

WORKFORCE MANAGEMENT AND OPTIMIZATION (2012 – 2016)

TIM

Client required, in the Contact Center area, the delivery management of custom application Work Force Management and the deployment of new suite, the Genesys Work Force Optimization. I was the technical area manager of the functional and development team.

INTERNET PROTOCOL CONTACT CENTER (2010 – 2011)

TelecomItalia

Accenture supported client to deliver new Interactive Voice Response in Internet Protocol technology and Multiskill Routing Strategy Console integrated with Genesys Framework. My activities were supporting client in IVR design and requirements gathering, testing of new capabilities and multiskill migration design.

MONITORING XDSL DYNAMIC PROFILE MANAGEMENT (2008 – 2009)

TelecomItalia

The client objectives were to define new xDSL profiles and to design and implement processes for managing dynamic profile changes during xDSL service execution. I analyzed the network and customer data and provided any highlights about project status.

COURSE / CERTIFICATION

Trailhead Salesforce Admin certification preparation, Salesforce (2016); Scrum Fundamentals Study, ScrumStudy (2015) – License 8179; Agile Delivery School, Accenture (2015); Framework Foundation & Deployment 8.1, Genesys University (2015)