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Senior Program & Project Manager | Digital Transformation Specialist | AI Strategy Leader | Enterprise Project Delivery Leader

Professional Summary

Accomplished Senior Program and Project Management Leader with 20+ years of proven expertise delivering complex digital transformation initiatives across global organisations. Recognised for consistently executing mission-critical programs on time, within budget, and exceeding stakeholder expectations. Currently specialised in AI strategy implementation and generative AI solution delivery, combining deep technical program management skills with cutting-edge artificial intelligence capabilities.

Expert in orchestrating large-scale cloud migrations, infrastructure transformations, and enterprise system implementations across ServiceNow, Azure, AWS, and Google Cloud Platform. Proven track record managing multi-million dollar programs, leading cross-functional teams of 50+ members, and delivering measurable business outcomes, including high-level performance improvements and essential schedule optimisations.

Core Value Proposition: Bridging traditional program management excellence with modern AI strategy and implementation, driving organisational transformation through technology innovation and operational excellence.

Skills

- **Program & Project Management:** Waterfall, Agile, Scrum, PMBOK, PRINCE2, Change Management, Stakeholder Engagement
- **AI & Machine Learning:** Generative AI Strategy, and Agentic AI, AI Solution Architecture, MLOps, AI Governance, Azure AI, Google AI
- **Digital Transformation:** Cloud Migration, Infrastructure Modernisation, Legacy System Transformation, DevOps Integration
- **Enterprise Technologies:** Azure, AWS, Google Cloud Platform, ServiceNow, VMware, Kubernetes, Docker, Terraform
- **Financial Leadership:** Budget Management, Resource Optimisation, ROI Analysis, Vendor Management, Risk Assessment
- **Strategic Leadership:** Digital Transformation, Technology Strategy, AI Strategy Development, Innovation Management, Process Improvement, Performance Management, Cross-functional Collaboration, Strategic Communication, Mentoring, Executive Communication, Service Management

Professional Projects

COGNIZANT | HAYS Recruitment | ServiceNow Global Implementation

- Architected and delivered a comprehensive global ITSM transformation program
- Migrated and standardized 100+ service catalogs across enterprise
- Consolidated 13 disparate ITSM instances across five global regions (UK&I, EMEA, GSC, Americas, Asia)
- Optimised ticket management workflow, resulting in a unified IT service delivery platform

COGNIZANT | SmartDocAssistant | AI Assistant Implementation

- Led an AI-powered documentation assistant system project.
- Consolidated thousands of enterprise documents.
- Implemented intelligent document navigation and retrieval.

- Delivered end-to-end RAG pipeline solution

CISCO | VODAFONE Italy | Network Infrastructure Transformation

- Led enterprise network modernization program involving 500+ routers/switches
- Managed migration of 20,000+ ports and services to next-generation infrastructure
- Delivered significant network performance improvements through advanced switching and routing technologies
- Coordinated complex multi-vendor technology integration across the telecommunications environment

Morrison Utility Services | Azure Cloud Migration Program

- Directed a comprehensive cloud transformation initiative, migrating critical applications to Microsoft Azure
- Designed and executed migration strategy for mission-critical business applications
- Achieved substantial ROI improvements through infrastructure optimisation and modernisation
- Established cloud-native architecture supporting scalable utility services operations

Formas | eLearning Infrastructure Transformation

- Built enterprise virtual server infrastructure supporting exponential user growth
- Delivered additional virtual servers at zero cost beyond the original project scope
- Achieved 996% increase in eLearning platform activity over a three-year period
- Supported 10,000+ students through scalable infrastructure implementation

Novartis | Global OS Remediation Program

- Managed international operating system upgrade across 1,200 desktops/laptops and 150 servers
- Coordinated implementations across Germany, Italy, the United Kingdom, and the United States
- Successfully delivered complex pharmaceutical compliance project in regulated environments
- Completed program 20% ahead of schedule after inheriting a dormant two-year project.

GE Oil & Gas | Data Centre Migration Program

- Orchestrated complete infrastructure relocation from Italy to France
- Managed \$1M budget covering 300 servers and comprehensive data centre elements
- Successfully migrated multiple platforms: Windows, AIX, Solaris, MS SQL, Oracle, Apache, Tomcat
- Delivered on-time, on-budget program while managing multiple external service providers

Work Experience

Senior IT Program / Project Manager

COGNIZANT | Multiple Client Accounts | UK&I (February 2022 - September 2025)

- Delivered end-to-end program and project management for complex technology initiatives across diverse client portfolios
- Created comprehensive project documentation, including Project Agreements, SOWs, and technical specifications
- Managed stakeholder communication strategies across business units, SMEs, and functional teams
- Controlled project budgets, procurement processes, and scope management while minimising scope creep
- Implemented project performance measurement frameworks and stakeholder reporting mechanisms
- Developed risk assessment protocols and mitigation strategies for enterprise-scale programs
- Led transformation and transition projects focusing on modernisation and digital innovation
- **Specialised in ML & Generative AI project delivery**, implementing cutting-edge AI solutions for enterprise clients; Responsible AI Champion for PPM

- Shielded project teams from organizational distractions while maintaining daily stakeholder connectivity

Senior IT Program / Project Manager

CISCO Systems | VODAFONE | Milan, Italy (May 2017 - January 2022)

- Managed comprehensive technology project portfolios throughout complete project lifecycles
- Led Statement of Work (SOW) development processes and comprehensive project documentation creation
- Established robust stakeholder communication frameworks supporting business and technical teams
- Controlled budget management, procurement oversight, and project progress tracking mechanisms
- Implemented performance measurement systems using industry-standard tools and methodologies
- Developed proactive risk identification and mitigation planning for complex technical initiatives
- Maintained strategic client stakeholder relationships while coordinating cross-functional project teams
- Collaborated effectively with Cisco partner ecosystem throughout program execution
- Delivered daily connectivity across functional project teams, stakeholders, and executive leadership

Senior IT Project Manager

Zensar Technologies | Morrison Utility Services | Stevenage, UK (April 2016 - March 2017)

- Managed complete technology project lifecycles from initiation through successful closure
- Led Technical Architecture Document (TAD) and Statement of Work (SOW) development processes
- Established comprehensive communication protocols supporting business stakeholders and technical SMEs
- Implemented budget monitoring, procurement management, and project progress tracking systems
- Developed project performance measurement frameworks and stakeholder reporting mechanisms
- Created proactive risk identification and mitigation planning for infrastructure projects
- Maintained strategic client relationships while protecting project teams from external disruptions
- Coordinated daily operations across functional teams, stakeholders, and organizational leadership

Senior IT Infrastructure Project Manager | IT Service Manager | IT Business Analyst

Novartis V&D | Siena, Italy (2014 - 2015)

- Directed comprehensive MS&T IT Service Infrastructure buildout including Empower 3 software implementation
- Managed physical and virtual server infrastructure deployment for pharmaceutical laboratory environments
- Applied standard PMI methodology across all project phases ensuring compliance and quality delivery
- Maintained 24x7x365 infrastructure service management responsibility as designated Service Manager
- Defined and documented comprehensive lifecycle service processes, procedures, and KPIs
- Assembled and led post-implementation teams collaborating with senior operations managers and stakeholders
- Conducted operational status reviews and continuous improvement brainstorming sessions

Senior IT Infrastructure Project Manager / Application PM / IT Business Analyst

GE Oil & Gas | Florence, Italy (2010 - 2013)

- Supervised comprehensive project administration across analysis, design, development, testing, implementation, and closure phases
- Managed approximately 50 IT projects across EMEA, Americas, and Asia for General Electric Companies
- Facilitated regular stakeholder collaboration sessions addressing work status, process recommendations, and issue resolution
- Oversaw large-scale, multi-million dollar, complex global IT infrastructure buildout initiatives
- Developed comprehensive risk identification protocols and authored detailed risk mitigation strategies

- Provided team member partnership and coaching ensuring successful task completion while managing external interference
- Created detailed execution plans for infrastructure buildout and authored comprehensive project performance documentation
- Converted logical designs to physical specifications and reviewed Project Technical Architecture documentation
- Built strategic client stakeholder relationships while maintaining daily contact across multiple functional teams
- Implemented project performance measurement using appropriate tools and budget monitoring procedures
- Served as Single Point of Contact (SPOC) for all project issues, recommendations, and stakeholder communication

IT Infrastructure / Application Project Manager

Formas | AOUC Careggi | Regione Toscana | Florence, Italy (2009 - 2014)

- Managed comprehensive project phases for virtual server infrastructure buildout supporting eLearning expansion
- Optimised cost structures and established virtual infrastructure architecture for healthcare eLearning services
- Delivered scalable infrastructure supporting significant client growth in the health services education sector

IT Infrastructure Project Manager / Service Manager

Selex Galileo | Florence, Italy (2007 - 2010)

- Led infrastructure project management initiatives supporting aerospace and defence technology requirements
- Maintained service management responsibilities, ensuring operational excellence and client satisfaction

IT Project Manager | IT Service Manager | Solution Architect | IT System Engineer | IT Director

Various Companies (1985 - 2007)

- Progressive career advancement through diverse IT leadership roles across multiple industry sectors
- Developed comprehensive expertise in system engineering, solution architecture, and IT service management
- Built a foundation of technical and leadership skills supporting a subsequent senior project management career

Education & Professional Development

Master in Project Management

Accademia Executive | Pisa, Italy | 2015

PRINCE2 Foundation & Practitioner Training

GreyCampus Inc. (PEOPLECERT Accredited) | 2016

Scrum Fundamentals Certified

SCRUMStudy - VMEdU | 2016

Diploma | Industrial Electronics | Mathematics | Technical Drawing

ITI Leonardo da Vinci | Polytechnic Institute | Florence, Italy | 1978-1982

Continuous Professional Development

LinkedIn Learning, Udemy, Microsoft Learn, Google Cloud Skills Boost, AWS Training, ServiceNow University, Cisco Learning Network

Technical Proficiencies

Cloud & Virtualization: Microsoft Azure | Amazon Web Services (AWS) | Google Cloud Platform (GCP) | VMware | MS Hyper-V | XEN | Citrix

AI & ML Operations: Azure AI/MLOps | Google AI/MLOps | Generative AI Solutions | Machine Learning Operations | Databricks

Enterprise Technologies: ServiceNow | Kubernetes | Docker | Terraform | Enterprise Architecture

Operating Systems: IBM AIX | Sun Solaris | Linux Distributions | Windows Server | Windows Desktop

Databases: MS SQL Server | Oracle | MySQL | IBM DB2/UDB

Development & Scripting: Python | PowerShell | JavaScript | Node.js | Bash | Perl | PHP | VBScript | ASP

Project Management Tools: ServiceNow | Jira | MS Project | Oracle Primavera | MS Power BI | Remedy

Networking: Cisco | HP | Brocade networking solutions

Certifications

Cloud & AI Certifications:

- Microsoft Azure Fundamentals | Microsoft Azure AI Fundamentals
- Google Cloud Digital Leader | Google Cloud Generative AI
- Databricks Fundamentals | Databricks AI Agent Fundamentals

Project Management & Frameworks:

- Scrum Fundamentals Certified
- Six Sigma Yellow Belt Professional

Technology Platform Certifications:

- ServiceNow Professional Technical Project Manager | ServiceNow AI Agent Executive
- MSCE Windows Server
- IBM Certified Professional - DB2 Application Developer

Professional Memberships

Project Management Institute (PMI)

Membership No. 2831263 | UK Chapter & Central Italy Chapter

PMI Rome Central Italy Chapter

Volunteer 2014-2018 | <http://pmi-rome.org/comitato-toscana>

Associazione Italiana Responsabili ed Esperti di Progetti (ASSIREP)

Membership No. 01012

Additional Information

Languages: Italian (Native) | English (Proficient - Read, Speak, Write)

Nationality/Visa/SC : Italian National | Indefinite Leave to Remain | Eligible for Security Clearance

Driving License: UK Full License (Categories AM, A1, A2, A, B1, B)

Availability: Immediate

Interests: Basketball | Golf | Coaching | Mentoring | Technology Innovation

Full Detailed Project Portfolio available, click [here](#)