
Senior Transformation & AI Strategy Program Manager | Digital Transformation Specialist | AI Solution Evangelist | 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 organizations. Recognized for consistently executing mission-critical programs on time, within budget, and exceeding stakeholder expectations. Currently specializing 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 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 996% performance improvements and 20% schedule optimizations.

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

Skills

- **Program & Project Management:** Waterfall, Agile, Scrum, PRINCE2, Change Management, Stakeholder Engagement
- **AI & Machine Learning:** Generative AI Strategy, AI Solution Architecture, MLOps, AI Governance, Azure AI, Google AI
- **Digital Transformation:** Cloud Migration, Infrastructure Modernization, Legacy System Transformation, DevOps Integration
- **Enterprise Technologies:** Azure, AWS, Google Cloud Platform, ServiceNow, VMware, Kubernetes, Docker, Terraform
- **Financial Leadership:** Budget Management, Resource Optimization, 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 Experience

COGNIZANT | HAYS Recruitment | ServiceNow Global Implementation

- Architected and delivered comprehensive global ITSM transformation program
- Migrated and standardized 100+ service catalogs across enterprise
- Consolidated 13 disparate ITSM instances across 5 global regions (UK&I, EMEA, GSC, Americas, Asia)
- Optimized ticket management workflow resulting in unified IT service delivery platform

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 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 optimization and modernization
- 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 original project scope
- Achieved 996% increase in eLearning platform activity over 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 minimizing 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 modernization and digital innovation
- **Specialized in ML & Generative AI project delivery**, implementing cutting-edge AI solutions for enterprise clients
- 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
- Optimized cost structures and established virtual infrastructure architecture for healthcare eLearning services
- Delivered scalable infrastructure supporting significant client growth in health services education sector

IT Infrastructure Project Manager / Service Manager

Selex Galileo | Florence, Italy (2007 - 2010)

- Led infrastructure project management initiatives supporting aerospace and defense 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 foundation of technical and leadership skills supporting subsequent senior project management career

Education

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

Virtualize, Cloud Platforms & AI:

VMware, MS Hyper-V, XEN, Citrix, Microsoft Azure, Amazon Web Services (AWS), Google Cloud Platform (GCP), Azure AI/MLOps, Google AI/MLOps, Generative AI Solutions, Machine Learning Operations

Operating Systems & Database

IBM AIX, Sun Solaris, Linux Distributions, MS Windows Server/Desktop, MS SQL Server, Oracle, MySQL, IBM DB2/UDB

Networking & Infrastructure

Cisco, HP, Brocade networking solutions

Development & Scripting

VBScript, PHP, Bash, Perl, JavaScript, PowerShell, ASP, Node.js, Python

Service & Project Management Tools

ServiceNow, Remedy, MS Project, Oracle Primavera

Certifications

Cloud & AI Certifications:

- Microsoft Azure Fundamentals | License No. 646-3986
- Microsoft Azure AI Fundamentals | License No. C38DFG-1C846A
- Google Cloud Digital Leader | License No. 9ixrO7
- Google Cloud Generative AI Leader | License No. e8c89c67bd594a92b77c8c659646bbd0

Project Management & Frameworks:

- Scrum Fundamentals Certified | License No. 92282
- Six Sigma Yellow Belt Professional | License No. 822780

Technology Platform Certifications:

- ServiceNow Professional Technical Project Manager
- ServiceNow AI Agentic Executive
- MSCE Windows Server | License No. 247121
- IBM Certified Professional - DB2 Application Developer | License No. EJ7000380

Professional Memberships & Associations

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

Personal Information

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

Availability: Immediate

Nationality/Visa Status: Italian National / UK Indefinite Leave to Remain

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

Security Clearance: Eligible for UK Security Clearance

Interests: Basketball, Golf, Professional Coaching, Team Mentoring, Technology Innovation