PERSONAL INFORMATION

Name	**MADDALENA QUAGLIA**
Address	
Phone	
E-mail	
Nationality	*Italian*
Date of birth	

WORK EXPERIENCE

March 2013 – present
E2E - via Nina Ruffini 27 - 10010 Colleretto Giacosa (To)

Founder and Independent Consultant at: E2E – di Maddalena Quaglia

As BMC Technical Certified Teacher:

BMC Software INC. - Deliver of BMC Technical Training classes for Administrators and Developers on all BMC solutions based on AR platform up to date for Helix as Atrium CMDB and the new CMDB Portal, BMC ITSM Suite, Innovation Studio platform, BMC SRM, and BMC DWP and DWP Catalog, BMC Remedy with SMART IT, BMC Smart Reporting, BMC Knowledge Management as a BMC International Certified teacher.

From May 2021 - Actual
Helix Consultant

INFOSYS for Solvay -
Supported a fresher team working on DWP Catalog and implementation of Smart Reporting Reports and dashboards for the ITSM and BWF.

from Feb 2020 to April 2021
As Remedy Developer:

Agile Network Systems - Fareham (UK) - as a part of a team of developers working on the One Workflow project for customer Telia Sonera to enhance capabilities.

from May 2018 to December 2019
As Project Manager:

BMC Software SRL - Milan - Managing more than one project at a time with the objective to achieve profitable, on budget, on time projects that meet stakeholder expectation with the duty of overseeing the successful execution of each project and managing all resources, resolving all project execution issues, managing scope control and cost commitments, risks, meeting deliverables execution and time lines. I applied best project management practices based on BMC methodologies. May 2018 - December 2019

As Developer/IT Consultant:

NEXI and Bassilichi - Implementation of a set of soap web services to support Asset integration. Assets were stored on Bassilichi CMDB Database, Nexi needed to integrate the database with new assets, update the existing ones, create/update relationships between assets and people. The support application is based on BMC Remedy 9.1. April-July 2019.

A2A Smart City. Development of a set of web services and workflow rules to support the integration with IBM Maximo asset data management. Development of a set of soap web services and workflow to support the integration with a custom app used by residents of Milan City to submit incidents on public services (Illuminiamo application: http://www.a2ailluminazionepubblica.eu/invia-segnalazione/). May-August 2019.

HP for Vodafone Italy - BMC AR System custom application. Involved as a project specialist to support the technical team in the project for upgrading the custom solution based on BMC AR System from version 7.5 to version 9.1. September 2017-December 2018.

Vodafone UK - OneITSM. In the Vodafone Global project to upgrade the BMC Solutions to

version 9.1, I was involved in the preparation and delivery of the training material highlighting the what's New in the newly version. September 2016-August 2017.

EIB - European Investement Bank - Luxembourg. BMC ITSM (vers: 8.1):
Remedy implementation of EFSI Advisory Hub Support (PM role). November 2015-August 2016.

A2A-Smart City. BMC ITSM Solutions and Remedy with Smart IT (v 9.1):
Covered the entire project of setting up a fresh new 9.1 BMC ITSM based solution to dismiss a custom base application. Activities were installation, configuration and they were followed by administration and support of the implemented solution to maintain it up to date.
I run the installation of the ITSM solution with Smart Reporting v 9.1, My-IT and Smart-IT and for the implementation of the solution, that is configuration of the foundation data, incident, problem, change processes. Massive upload of data using Atrium Integrator (Spoon) and excel spreadsheets. For foundation data I also had to extend with some custom attributes the out-of-the-box solution and as a consequence also extend load jobs. I run System Test and UAT.
I run the User and administrator training. I have administered the application until E2E staff had taken over in August 2019.

BNL group BNP Paribas - Atrium CMDB (CMDB vers:8.1) :
CMDB assessment - documentation and presentation of study results.
Support in setting up a CMS Governance Team and starting an ITSM Process Review.
Review of Impact Analysis based on customer data model.

Sorint.lab (Bergamo) - BMC Remedy ITSM (vers. 7.6.4):
Installation of solution patches and modules (Asset management / Atrium Integrator)
Implementation of extensions to ITSM (to manage incoming emails for open and update ITSM incidents /Changes)
Test and Documentation

KPMG for Corte dei Conti (Rome) - BMC Remedy ITSM (vers. 7.6.4):
Administration of their BMC based solution based on ticketing within a given time frame.
Data management - upload all set of foundation data for a new tenant.
Configuration and activation of Problem management process.
Extensions to Dashboards and BO reports.
Documentation.

Bassilichi (Florence) - BMC Remedy ITSM (vers. 8.1):
Upgrade to v 9.x.
ITSM Customizations around CMDB/Asset and SRM estensions.
Documentation & Test
Ticket based administration of the solution until E2E staff had taken over in July 2019.

ACEA - Rome Upgrading from ITSM v 7.6.x to version 8.1 . ITSM modules involved are SRM & Work Order and Incident Management. Alignment with customer process requirements with one main objective in mind that is move from non overlay to overlay application to make easier future upgrades.

from 2007 to February 2013 **Alten Italia S.p.A** **(previously Onion S.p.A.)** *As Project Manager/ Technical Unit Manager:*	Managing more than one project at a time with the objective to achieve profitable, on budget, on time projects that meet stakeholder expectation with the duty of overseeing the successful execution of each project and managing all resources, resolving all project execution issues, managing scope control and cost commitments, risks, meeting deliverables execution and time lines. According to the project objectives, I applied best project management practices based on BMC methodologies and PMI industry standard. One of the main objectives is to get the best from a project in order to being able to reuse experience in other projects, Projects managed include project integration, scope, time, cost, quality, communications, risk. I also have the duty to perform due diligence and discovery during pre-sales process and respond to RFP. When supporting pre-sales I had the duty to define a solution including technical description, project deliverables, project methodology to be applied, gantt plan including activities, resources, time in order for the business to calculate the solution cost. Some Projects: for all the following projects, the role covered implied to manage the entire project life cycle from the engagement phase through go-live and project close-out. I've worked closely with customers and project teams to implement solutions and in defining preliminary business solution requirements (process and product). For some of them I'd to work with diverse business units to complete projects on-time and within budget. **E-Utile S.p.A.**: started in 2012 – redesign of internal processes and alignment to ITIL v3 Best practices through the use of BMC ITSM Suite of applications. Atrium CMDB integrated with discovery SCCM; Change & Release , Service Desk. Defining rules for SLA, OLA and

underpinning contracts. Reporting based on both dashboard and analytics. Integrated with Selene's ITSM through DSO functionality. Making use of Knowledge Base.

SELENE S.p.A. Activation of ITSM Suite of applications (Change & Service Desk, Atrium CMDB) integrated with a custom service catalogue based on Novell platform.

ITALGAS: Feasibility study that led to the implementation of a Service Management project to support end-user with a Single Point of Contact.

RAI: Introduction of ITSM suite alongside of some custom workflow already implemented and live at the customer site.

A2A – process analysis and technical coordination of a project team to realize a custom application to troubleshoot traffic and area control systems for the city of Milan

As Process Analyst, Solution Architect and Senior Analist:

E-Utile: Process analysis and realization of the Help Desk application required to support the IT of A2A based on ARS Remedy platform.

Nardi Elettrodomestici

Ote/Marconi: implementation of the repair system based on ARS Remedy

Quercia SW

Pirelli Real Estate

From 1996 to 1998
Delos S.p.A.

As Analyst:

Analysis and implementation of custom Help Desk solutions based on AR System:

- Call Centre ITS (Fiat group later GVS)

- RAI "Help Desk Amico"

- Iveco: Custom Help Desk system based on ARS 1.2 integrated with Necsy IVR

- Analysis and development of software applications in a Software house working for Olivetti company:

From 1986 to 1996
Syntax Sistemi Software

- Analysis and implementation of an authoring tool to design forms for OS/2 environment and save it in a file.

- Analysis and implementation in C++ of a video/keyboard driver to be used from Olivetti banking applications

As Software Engineer :

- Implementation of a Digital VT220 terminal emulator on PC Olivetti M24 in assembler 8086 language
- Analysis and implementation of a file transfer application from Olivetti L1 environment with MOS Operating System and CICSS on HOST, programming Language Pascal +

EDUCATION AND TRAINING

2020 - BMC Teaching ramp-up certifications for Helix 20.x including Business workflow and Advanced Catalog

2018 /2019 - Certification on Helix 19.x and DWP 19.x as BMC international teacher

2015/2016- BMC Teaching ramp-up certifications for version 9.x

2014 - Prince2

2013 - Teaching certifications to version 8.x for all ITSM courses

2012 - BMC ITSM Accredited Professional Certification

2010 - IL V3 Foundation Certification

2009 - BMC CMDB – Egham UK – Teaching Certification

2007 - BMC Skilled Professional
        ITIL V2 Foundation Certification

2006 - BMC Remedy IT Service Management – Egham UK – Teaching certification
        BMC AR System Administering – Egham UK – Teaching Certification

2002 – Siebel 7 Technical Certification

1999 - Training session BMC Remedy DSO
        BMC Service Request Management – Egham - Teaching Certification

1986 - Politecnico di Torino –Laurea Breve (Bachelor degree)
1981 - Liceo Linguistico Ugo Foscolo – Vercelli –Diploma

PERSONAL SKILLS

MOTHER TONGUE (S)	Italian

OTHER LANGUAGES(S)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
C1	C1	C1	C1	C1
B2	B2	B2	B2	B2

English: (row C1)
French: (row B2)

Communication skills: good communication skills

COMPUTER SKILLS:

Programming Languages: C/C++, OS2, Java, Visual C/C++, Visual Basic, Pascal, Pascal ++
Office: Word, Excel, Power Point, Outlook, Visio, Project
Sistemi operativi: Windows, Linux, AIX, HPUX
Network servers: BMC ARS Remedy Server + Midtier + Email Engine + DSO, Tomcat, Apache – IIS (www), postfix (mail), vsftpd (FTP), dhcpd (DHCP), pptpd e OpenVPN (VPN)
Web programming: JScript/JavaScript
Web authoring: FrontPage, NotePad (HTML)
Database: Microsoft SQL Server, Oracle

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