

## CURRICULUM VITAE

# Luciana *Dimauro*

IT Coordinator · Team Facilitator · Technical Help Desk · Varese, Italia

15+ years in IT 4+ certifications 6 sectors

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## PROFILE

Coordinatrice IT con laurea in Ingegneria Elettronica e oltre 15 anni di esperienza in consulenza, coordinamento IT e operations. Ho iniziato come sistemista e sono cresciuta coordinando team di sviluppo, test e QA su progetti complessi in ambito energy, banking, telco e PA. Il background tecnico mi permette di comunicare in modo diretto con i team senza perdere di vista obiettivi, tempi e persone. Opero in autonomia, gestisco fornitori e stakeholder, e trovo soluzioni pratiche anche quando il contesto cambia.

## EXPERIENCE

IT Coordinator & Co-founder 2026 – present

codebits · Remote

Freelance IT coordination, project coordination and process support for startups and SMEs.

→Operational coordination of custom IT projects for end clients, from requirements gathering to UAT.

→Development of internal tools for process automation, booking management and project tracking.

IT Project Coordinator 10/2025 – 02/2026

Factor-y · Remote

Parallel coordination of workstreams on identity management, custom development and a PA project.

→Okta configuration management (SSO, MFA, provisioning) for enterprise clients.

→Development team coordination for a pharmaceutical portal (VoltMX) with multi-vendor integrations.

→Mixed team coordination with external vendor for a PA portal on HCL technology. Tools: Jira, Tempo, Capacity Planner.

IT Coordinator 01/2025 – 09/2025

Ghiro · Varese

Cross-divisional coordination across three business units: payroll, workplace safety, training.

→Implementation of Zucchetti modules (ZSafe) with migration from existing CRM.

→Configuration, documentation and roll-out of attendance/access software; vendor management.

→Design and configuration of Moodle platform for training delivery. Cross-functional help desk for internal users.

IT Process & Delivery Coordinator 11/2022 – 12/2024

Mobile Solutions · Varese

Role evolved from QA Manager to process redesign and operational innovation lead.

→Redmine → Atlassian Suite migration: change management, workflow design with external consultants.

→Go-live of custom appointment booking system integrated with Microsoft Exchange.

→Chatbot project kickoff: knowledge base for automated responses on energy topics.

→Customer service process redesign: vendor coordination, budget approval, documentation.

IT Solutions Manager 06/2021 – 11/2022

fastERA · Varese

Software development coordination for enterprise and SME clients; independent proposals and estimates.

→Development coordination for British Telecom: evolutionary maintenance and integrations on a multi-year project.

→Internal team coordination on parallel SME projects. Independent drafting of proposals, quotes and estimates.

IT Delivery Coordinator 06/2019 – 06/2021

Synclab · Cliente: Enel · Milan

AMMS → Beat Suite reengineering for Enel smart metering.

→Coordination of analysis, development and QA teams for ZettaBeat and WorkBeat modules.

→Release planning (RUP); management on Rational Team Concert and Jira. Mediation between Enel teams, vendors and stakeholders.

## CERTIFICATIONS

Agile PM Foundation & Practitioner

APMG International · 2023

Change Management F&P

APMG International · 2024

CSPO — Scrum Product Owner

Scrum Alliance · 2018

ITIL V3 Foundation

Axelos · 2017

Leadership & People Management

Sole 24 Ore Business

School

BSc Electronic Engineering

Politecnico di Turin · 2012

## SKILLS

Team coordination

Release planning

Defect management

Requirements gathering

UAT

Vendor management

Agile / AgilePM

Scrum · RUP ITIL V3

Change Management

Jira / Confluence

Atlassian Suite

Windows / Linux

Azure / AWS

Help Desk

## LANGUAGES

Italian — native

English — intermediate

## INTERESTS

Photography Cinema

Art Anthropology

## IT Project Coordinator

01/2015 - 06/2019

### **Thinkopen · Clienti: Enel, Credito Valtellinese, Arlanis Reply, Sky · Milan**

Enterprise consulting across utilities, banking and CRM; parallel internal IT role.

- Enel: dev and QA team coordination on smart metering suite reengineering (RUP, RTC, Jira).
- Credito Valtellinese: innovative automated branch; 2-site rollout; vendor management including real estate and cash transport.
- Arlanis Reply / Fastweb: taskforce for CRM → Salesforce migration; ITIL V3 defect management.
- Sky Italia: release and department coordination on CRM/Media Entertainment project (Salesforce).
- Internal IT role: on-premise and AWS cloud infrastructure, Atlassian Suite, servers, databases, help desk.

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## IT Manager

12/2010 - 12/2014

### **Ulix Group · Turin**

Sole IT contact for infrastructure, help desk and projects for ~150 internal consultants.

- Hyper-V cluster management; Windows/Debian Server, Exchange, Active Directory, Azure administration.
- End-to-end Kerio → Exchange email migration handled independently.
- Arxivar consultant for external clients: requirements gathering, configuration, training, support.
- UAT and development monitoring on internal ERP migration with external vendor.