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# FEDERICA PROCHILO

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## SUMMARY

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Computer and Telecommunications Systems Engineer specialized in wireless devices and semiconductor physics with expertise in project management and consultancy

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## SKILLS

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Electromagnetic Fields –  
Semiconductor Physics –  
Telecommunications – Project Management – Start-Up

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## LANGUAGES

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Italian (native speaker)  
English (professional)

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## CERTIFICATIONS

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ITIL 4

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## WORK EXPERIENCE

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### SUMMARY

I am a Project Manager in the IT/Telecommunications industry with 6 years of experience. Expert in managing complex projects, developing innovative solutions, and coordinating multidisciplinary teams. I have strong technical expertise combined with excellent leadership and communication skills.

### IT PROJECT MANAGER / INTESA SANPAOLO

Nov 2023 - Today - Milan, Italy

I coordinate the management and monitoring of project activities and the project team, including IT projects and subprojects. I supervise analysis, planning, testing, implementation, releases, and follow-ups, managing project progress and monitoring project objectives in line with defined KPIs. I manage IT software development projects for corporate clients in the banking industry. I am responsible for negotiation and managing contracts with vendors and strategic partners. I primarily use the waterfall methodology but I am certified in Agile and Scrum methodologies as well.

### SOLUTION DELIVERY PROJECT MANAGER / FASTWEB

Apr 23 – Nov 23 - Milan, Italy

I managed several telecommunications projects for enterprise clients, ensuring completion within specified timelines and within allocated budgets. I coordinated multidisciplinary teams and managed relationships with suppliers for high-performance fiber optic technology solutions and ICT solutions. I developed detailed project plans, identifying clear objectives and strategies for their achievement, including continuous progress monitoring and adjustment of strategies when necessary.

I solved complex challenges, including delivery delays and budgetary issues, through creative solutions and effective negotiations.

I maintained constant and effective communication with enterprise clients, understanding their specific needs and ensuring their complete satisfaction.

SCRUM Master

Google Cloud Digital Leader

Google fundamental of project management

ISIPM

### **TECHNICAL PROJECT MANAGER / TIM**

Mar 21 – Apr 23 - Milan, Italy

I was responsible for the implementation of post-sales projects for top enterprise clients, including major Italian banks and multinational headquarters. I have effectively coordinated all project activities, ensuring adherence to timelines, costs, and contractual KPIs. I have consistently interacted with clients and suppliers, managing relationships and ensuring maximum customer satisfaction. My attention to customer care and proactive approach have contributed to strengthening customer trust and loyalty. I have been able to promptly identify and resolve any critical issues during the project lifecycle. Despite the individual nature of project management, I have always valued teamwork and collaboration with colleagues, especially those with more experience. I played a key role in the implementation of crucial technological infrastructures for the telecommunications sector.

### **TECH CONSULTANT / BIP @ITALGAS**

Jul 20 – Mar 21 - Milan, Italy

I provided technical consultancy for the digitalization of business processes to clients in the Oil & Gas sector. I was responsible for writing a private tender that led to the transition towards advanced help desk systems, resulting in a 30% improvement in efficiency. This was achieved by effectively managing client relationships and gathering feedback to ensure alignment with business objectives.

### **CONSULTANT /**

### **ALTEN @VODAFONE**

Aug 17 – Jul 20 - Milan, Italy

### **Quality Assurance Engineer/Requirement Engineer**

ALTEN Italia c/o Vodafone Automotive, Milan, Italy

I ensured compliance with the quality standards agreed upon with Vodafone Automotive in the production processes of deliverables for various projects, contributing to products compliant with Automotive Spice and ISO 9001. I managed quality in processes and products for C embedded software development, writing requirements, and leading unit test for automotive control components.

I improved my skills in system and software requirements analysis and management, development of A-SPICE compliant documentation, and reverse engineering from C code to software requirements.

### **Performance Data Scientist**

I conducted statistical analysis to understand the trends of company KPIs related to Vodafone Italy customer behavior, using methods such as linear regression, advanced Excel pivot tables, Power BI, and exponential models.

### **Project Delivery Manager**

I managed the implementation of innovative processes during the TRIAL phase for the deployment of telecommunications networks for Italian SMEs.

### **Fixed Consumer Assurance Analyst**

I specialized in Fixed Line Assurance for private clients, monitoring performance and timely resolution of faults in the Vodafone fixed network.

### **Skills:**

**Leadership and Team Management:** Ability to lead project teams towards common goals, motivating them and developing a positive work environment.

**Analysis and Problem Solving:** Skill in analyzing complex situations and finding effective solutions.

**Effective Communication:** Strong communication skills with both internal teams and clients, essential for negotiation and maintaining productive working relationships.

**Time and Priority Management:** Excellent at organizing workload and setting priorities in dynamic and high-pressure environments.

**Technical Knowledge in the TLC Sector:** In-depth understanding of technologies and trends in the telecommunications industry, crucial for managing innovative and efficient projects.

## **START-UP Team Leader**

Mar 2015 – Sep 2016

I led a multidisciplinary team in an ICT start-up, implementing a business idea and promoting innovation. With the team, I developed corporate strategies, managed key projects, communicated effectively with stakeholders, resolved issues, and improving team growth.

I reached the finals in several start-up contests, such as JA in Milan and Starcup Calabria 2015, where I experienced significant interdepartmental collaboration and the development of innovative solutions, contributing to the company's growth with a strong emphasis on leadership, strategy, and innovation.

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## ACADEMIC BACKGROUND

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### **Professional qualification as Information Engineer, section A**

University "Mediterranea of Reggio Calabria"  
2021

### **Master's Degree in Computer Engineering and Telecommunications Systems, specializing in Wireless Devices.**

University "Mediterranea of Reggio Calabria"  
2020

### **Advanced Training School in Project Management**

ISIPM - Italian Institute of Project Management  
2017

### **Bachelor's Degree in Information Engineering**

University "Mediterranea of Reggio Calabria"  
2015