



## Europass Curriculum Vitae

### Personal information

First name(s) / Surname(s) **Francesco Piero Dotti**

Address(es)

Telephone(s)

E-mail

Nationality Italian

Date of birth

Gender

### Occupational field **ServiceNow Trainer & Consultant**

#### Work experience

Dates 2019-2021

Occupation or position held Employee

Main activities and responsibilities Trainer, Consultant and Project Manager

Name and address of employer Tow 80 SpA, Milano

Type of business or sector Information Technology (Service Management)

Dates 2016-2019

Occupation or position held Employee

Main activities and responsibilities Trainer, Consultant and Project Manager

Name and address of employer Beta 80 SpA, Milano

Type of business or sector Information Technology (Service Management)

Dates 2000-2016

Occupation or position held Free Lance

Main activities and responsibilities Consultant and CEO of DND SRL, University Professor (Electronics Dept. Pavia University c/o Mantova)

Name and address of employer DND SRL, Milano

Type of business or sector Information Technology (Networking, Service Management, Software Development)

Dates 1996-2000

Occupation or position held Employee

Main activities and responsibilities Network and ITSM consultant, Helpdesk Manager

Name and address of employer Siosistemi, Brescia

Type of business or sector Information Technology (Networking, Service Management)

Dates 1991-1996

Occupation or position held Employee

Main activities and responsibilities Helpdesk Manager, Network Manager, Unix Technician, IT Procurement

Name and address of employer  
Type of business or sector

A.E.M., Milan  
Public Utility (Energy Company)

## Education and training

Dates	2017-2021
Principal subjects/occupational skills covered	Authorized ServiceNow Trainer:
Name and type of organisation providing education and training	<ul style="list-style-type: none"><li>• Customer Service Management Fundamentals</li><li>• Customer Service Management Implementation</li><li>• ITSM Fundamentals</li><li>• ITSM Implementation</li><li>• Performance Analytics Fundamentals</li><li>• ServiceNow Administration Advanced</li><li>• ServiceNow Fundamentals</li><li>• Software Asset Management</li></ul>
Dates	2016-2019
Principal subjects/occupational skills covered	ServiceNow System Administration Certification
Name and type of organisation providing education and training	ServiceNow ITSM Implementation Specialist ServiceNow ITOM Discovery Implementation Specialist ServiceNow ITOM Event Implementation Specialist ServiceNow SAM Professional Implementation Specialist ServiceNow
Dates	2008
Principal subjects/occupational skills covered	HP Service Manager 7 Certification
Name and type of organisation providing education and training	Hewlett Packard
Dates	2006
Principal subjects/occupational skills covered	ITIL v.2 Certification (ITSM Foundation)
Name and type of organisation providing education and training	ITIL
Dates	2002
Principal subjects/occupational skills covered	HP Openview Service Desk 4.5 and Network Node Manager 6 Certification
Name and type of organisation providing education and training	Hewlett Packard
Dates	1999
Principal subjects/occupational skills covered	TNG CUE (Certified Unicenter Engineer) Certification
Name and type of organisation providing education and training	Computer Associates
Dates	1996
Principal subjects/occupational skills covered	Novell Netware 4 CNE (Certified Network Engineer)
Name and type of organisation providing education and training	Novell
Dates	1989
Principal subjects/occupational skills covered	Electronic Engineering Degree (5 years)
Name and type of organisation providing education and training	Milan Polytechnic

**Personal skills and competences**

Mother tongue(s) **Italian**

Other language(s)

Self-assessment

European level (\*)

**English(\*\*)**

Understanding		Speaking		Writing
Listening	Reading	Spoken interaction	Spoken production	
B2	C2	B2	B2	C1

(\*) *Common European Framework of Reference for Languages*  
**Shenker Method Certification (Level 100)**

Social skills and competences

Team building and people motivation

Organisational skills and competences

Organization of University and professional courses

Technical skills and competences

Service Management:: direct experience, best practices and products knowledge (Computer Associates, Hewlett Packard, Novell Service Desk, Service Now, etc.)

Computer skills and competences

Consultant, System Engineer, Software Developer (Java, Javascript, Android, Asp, C, Php, Perl, etc.)

Other skills and competences

Sports: run, ultra-trail, windsurf and ski touring  
 Others: cabaret artist

Driving licence

Car Driving License (Italian "B")

**Additional information**

Married since 1996, with two (beautiful) daughters.

IT Skills

- Best Practices: ITIL, Scrum.
- **Service Management: ServiceNow**, HP Service Manager, Asset Manager and Service Desk, Computer Associates,, Novell ServiceDesk, OTRS, Symantec Altiris.
- **Trainer ServiceNow**
- Testing: HP UFT and ALM
- CMS: HP uCMDB, DDM.
- Project Management: HP Project and Portfolio Management (PPM), MS Project, Scrum project risk analysis software for MS Project.
- Performance Management: HP Performance Insight.
- System & Network Management, HP Performance Manager : C.A. TNG., HP OpenView (Network Node Manager, OVO, Network Automation), Nagios, Cacti, IBM Netview 6000.
- Database : Oracle, SQL Server, Ms Access, MySql, Postgresql.
- Development languages: Java/Android, Perl, PHP, Python, , Javascript, Microsoft VBA e Access, XML (Web Services), Visual Basic Script, ASP, C, C++, Pascal, LISP,
- Operating systems. : Windows, Linux, Unix, Novell Netware 3.1x and 4.1x , 5, SFT III (CNE for Nw 4),
- Firewall: Checkpoint, Computer Associates eTrust Firewall, Cisco Pix, SonicWall, SecureZone, MS ISA Server.
- Content Filter: WebSense, SmartFilter.
- Backup: C.A. Brightstore, HP Data Protector, Seagate Backup Exec, Veritas.
- Desktop Management: C.A. TNG/TND (AMO, RCO, SDO), Microsoft (SMS).
- Email Systems : MS Exchange, Novell Groupwise.
- Virtualization: VmWare, Oracle VM
- Other Sw: Cisco CiscoWorks, Cisco ACS.Netware for SAA, Optus Facsys, Gateway SMTP, Cheyenne Arcserve, Seagate Backup Exec.

## Work Experiences (at Beta80)

### Certified ServiceNow Trainer: 2017-2019

- ServiceNow Fundamentals
- Software Asset Management
- ITSM Fundamentals
- Performance Analytics Fundamentals

Saras: 2016-7.

- ▢ Business Area: Industry.
- ▢ Project management, ServiceNow customization and development
- ▢ Vendor: ServiceNow (ServiceNow).

Università Cattolica: 2016-7.

- ▢ Business Area: Education.
- ▢ ServiceNow customization and development
- ▢ Vendor: ServiceNow (ServiceNow).

Innovaway: 2016-7.

- ▢ Business Area: IT Services.
- ▢ ServiceNow customization and development
- ▢ Vendor: ServiceNow (ServiceNow).

Ing Direct : 2016-7.

- ▢ Business Area: Finance.
- ▢ Project management, ServiceNow customization and development
- ▢ Vendor: ServiceNow (ServiceNow).

Prysmian: 2016-7.

- ▢ Business Area: Industry.
- ▢ ServiceNow customization and development
- ▢ Vendor: ServiceNow (ServiceNow).

## Work Experiences (on his own)

- ▢ Campari (for Protiviti): 2016.
- ▢ Business Area: Food & Beverage.
- ▢ ServiceNow customization and development

- Vendor: ServiceNow (ServiceNow).
  
- Mediobanca Information Services (for Altea): 2016.
- Business Area: Finance.
- UFT customization and development
- Vendor: Hewlett Packard (UFT).
  
- ENI (for HP): 2014-16.
- Business Area: Energy.
- Service Manager customization and development
- Vendor: Hewlett Packard (Service Manager e Operation Manager).
  
- GSE (for HP): 2015-16.
- Business Area: Energy.
- Asset Manager customization and development
- Vendor: Hewlett Packard (Asset Manager).
  
- Tangenziali Serravalle (per Novell): 2013-15.
- Business Area: Highway management.
- Service Desk customization and development
- Vendor: Novell Service Desk
  
- Intesa San Paolo (for HP): 2010-14.
- Business Area: Finance.
- Service Manager customization and development
- Vendor: Hewlett Packard (Service Manager).
  
- PosteVita (for Beta80): 2013-4.
- Business Area: Insurance.
- Service Manager , Enterprise Collaboration
- Vendor: HP (Service Manager).
  
- DND SRL: 2012-14
- Business Area: Smartphone App.
- Development of an Android App for Nocturnal Apnea Detection
- Vendor: Google
  
- SETECI/MIS (for IKS): 2012-4.
- Business Area: Finance.
- C.A. Service Desk Manager migration to v.12.7 and customization.
- Vendor: Computer Associates (Service Desk Manager).
  
- Enel (for HP): 2012-13.
- Business Area: Energy.
- Shell scripting for Operation Manager agents
- Vendor: HP (Operation Manager).
  
- Pavia University (Mantova department): 2012-13
- Business Area: Education
- University course: Logical networks and Electronic Computers
  
- Ing Direct (per Beta80): 2012.
- Business Area: Finance.
- Service Manager customization and development
- Vendor: Hewlett Packard (Service Manager).
  
- Pavia University (Mantova department): 2010-11
- Business Area: Education

- University course: Logical networks and Electronic Computers
  
- CentroBanca: 2006-2013.
- Business Area: Finance.
- Web Application development (SQL Server w/ IIS) for the management of the Italian “Ministero delle Attività Produttive e della Ricerca” co-funding.
- Vendor: Microsoft (SQL Server, IIS e MS Office).
  
- Unicredit (for IKS): 2012.
- Business Area: Finance.
- HP uCMDB customization and development.
- Vendor: Hewlett Packard (uCMDB).
  
- Intesa San Paolo (for HP): 2010-13.
- Business Area: Finance.
- Service Manager development and maintenance.
- Vendor: Hewlett Packard (Service Manager).
  
- Intesa San Paolo (for HP): 2010-13.
- Business Area: Finance.
- Virtualization.
- Vendor: VMware.
  
- RUN (for IKS): 2010.
- Business Area: Finance.
- Network Performance Management. Tool customization.
- Vendor: Hewlett Packard (Performance Insight).
  
- Intesa San Paolo (for HP): 2004-12
- Business Area: Finance (Network Management Center).
- Network Performance Management. Tool customization.
- Vendor: Hewlett Packard (Openview Performance Insight e Performance Manager).
  
- Prysmian (for HP-DCS): 2009-2012.
- Business Area: Industry.
- Web Service Development and Maintenance
- Helpdesk Altiris versus Remedy integration via Web Service.
- Vendor: Symantec (Altiris).
  
- CentroBanca: 2004-2010.
- Business Area: Finance.
- MS Access applications.
- Vendor: Microsoft (SQL Server, IIS and MS Office).
  
- Enel (for HP-DCS): 2006-2007.
- Business Area: Energy.
- Monitoring of the “Pay Per Use” Service.
- Vendor: Hewlett Packard (Openview OVO and ServiceDesk).
  
- Pirelli (for HP): 2005-8.
- Business Area: Industry.
- Helpdesk Implementation
- HP Service Desk 4.5.
- Development of Procedures for contacts import from Microsoft Active Directory and CI import from CMDB into HP Service Desk
- Vendor: Hewlett Packard (Openview ServiceDesk).

- Heineken (for HP): 2005-8.
- Business Area: Food and Beverage.
- Helpdesk Implementazione
- Service Level Management reporting
- Vendor: Hewlett Packard (Openview ServiceDesk).
  
- Regione Lazio "Department": 2004.
- Business Area: Public Administration.
- Helpdesk Department.
- Vendor: Hewlett Packard (Openview ServiceDesk).
  
- Banca Intesa (for HP): 2004.
- Business Area: Finance (Network Management Center).
- Helpdesk Reporting about Resource planning
- Vendor: Hewlett Packard (Openview ServiceDesk).
  
- Istituto Zooprofilattico Teramo: 2003.
- Business Area: Public Administration
- Helpdesk Implementation.
- Vendor: Hewlett Packard (Openview ServiceDesk).
  
- Raiffeisen (BZ) : 2002.
- Business Area: Finance.
- Helpdesk Implementation
- ITIL Processes analysis
- Vendor: Hewlett Packard (Openview Service Desk).
  
- TNT Torino: 2001-2002.
- Business Area: Logistics.
- Project Leader in a Helpdesk project
- ITIL Analysis (Helpdesk) and Implementation.
- Vendor: Hewlett Packard (Openview Service Desk).
  
- Agam Monza: 2000-2001.
- Business Area: Energy.
- Mixed (Customer/Service provider) Helpdesk organization
- Analysis of Service Management Procedures
- Helpdesk planning and implementation (Service IT - Computer Associates).

On September 30th 2005 he founded the company DND SRL.

Since September 1st 2000 is out on his own.

From 14/10/96 to 31/08/00 he was employed in Siosistemi, an IT company, leader in the Networking business.

He was the manager of the Services group and of the Helpdesk team; he managed 10 people.

He renewed the Helpdesk platform, introducing a Knowledge Base.

He achieved the ISO-9000 certification for the procedure of Helpdesk management

He worked in important projects as a consultant of Siosistemi for big companies, in Finance, Food and Chemical areas.

Products/Tecnologies dealt with during Siosistemi employment:

- 3Com
- Checkpoint (Firewall)
- Cisco (CiscoWorks)
- Computer Associates TNG and Enterprise products
- HP (Network Devices)
- HP OpenView
- Microsoft (Back Office)
- Novell Netware
- Oracle
- Shiva

He organized the delivery of Siosistemi services, renewing the services offer.

- Antivirus Management and central monitoring
- Backup Management, Disaster Recovery
- Inventory and Discovery
- Network Management
- Application (End-to-End) Management
- Security assessment and Network Reporting

These services were described in an interview on the issue May 17<sup>th</sup> 2000 of the ComputerWorld magazine

He made up a product of di System Management for NT environments (Sentinel Server), a solution fit for internal management of servers and external Service Providers.

From 16/09/91 to 13/10/96 he worked in AEM (Azienda Energetica Municipale – Milan public utility) covering tasks of technical content (Unix and Oracle engineer), management (manager of Hardware Maintenance Contracts for PC, 3270 terminals and printers) and organization (boss of the Network team: 4 people).

For 4 years he was the person in charge for the Network infrastructure (LAN, WAN).

He was the project leader of implementation of the company Network (250 PCs) and the responsible of its development.

He fulfilled a Network Monitoring System based on Netview for AIX and organized the company Domain Name Server.

He installed the first E-Mail system based on the product Beyond Mail (rule based Email system) and arranged its SMTP connection

For 12 months (1990-1) he did Community Service at the “Centro di Bioingegneria” (Bio-engineering center) and at the SIVA (Evaluation of tools for Disabled people) of the Foundation Don Gnocchi Pro Juventute (Milan) where he arranged a Module for Automated Guided Vehicle Navigation and managed, in collaboration with Milan Polytechnic and important IT companies (HP, NCR, APPLE, ecc.) the Sapiens project for the evaluation of Software for Disabled people.

During the University period, he carried out two applications of Data Collection and Elaboration for an Oftal-Ergonomy laboratory of the Clinica del Lavoro L. Devoto (Milan). He cooperated with this father, University Professor and Free Lance, in the production of a leakage detection system for aqueducts.



For 6 months (1990) he worked as a consultant in the Robotics Laboratory of an ENI Research Company (CESI – Milan) where he dealt with Artificial Vision, Anthropomorphic robots and Automated Guided Vehicles.