

CV Claudio Tancini

Personal Information



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Date of birth: 26/11/1959

Marital Status: Married

Nationality: Italian

Experience

I'm an leading IT Professional with a deep background knowledge in IT systems implementation and management also in complex and multinational corporations.

My high level skills go well together with a strong attention to Ethics and Corporate Social Responsibility enabled by Information Technology.

I can show a strong attitude to project execution and team leadership, with proven results on capacity to deliver on value, on time, on budget for all the several programs I managed.

My main strengths are within the technical skills for various IT technologies, the leadership for multinational teams, and the communication skills to the business management and to all major stakeholders.

I worked in small and major IT organizations, this allowed me to directly manage most of the IT and business processes, from budget/planning to accounting and cost management, from technical solution design to top management engagement and buy in.

I've been involved in several organizational changes, including centralization/globalization/offshoring of local infrastructures, outsourcing, migrations to new technology from legacy systems.

I also successfully managed cost saving initiatives on Telecommunications and Data Center infrastructure.

Current experience: Informatica Plus (June 2013 – now)

Owner.

Responsibilities:

- Mainframe and Utility/Infrastructure Refresh Program Manager @Zurich Insurance Company Ltd. (Home Office/Zurich) . I managed as PM the EMEA Mainframe Move Project, some Business Units moves and several platforms upgrades
- IT Infrastructure & Operations Management senior consultant, providing support to customer and IT managers for several IT Operation and IT services areas, including:
 - Data Center Facilities and ICT Technology management
 - Infrastructure refresh and innovation projects
 - IT infrastructure cost saving initiatives
 - IT Operations processes (ITIL) implementation and Operations teams management
 - Security and Privacy management
 - Business Continuity and Disaster Recovery of IT Systems
 - Telecommunication (voice and data) infrastructure management
 - Workplace and mobile working management
 - IT innovation proposals presentation to top management and major stakeholders

Informatica Solidale (January 2013 – now)

President

Responsibilities:

- Development of Corporate Social Responsibility in IT organizations
- Support Charity Organizations and ICT for Development projects

Past experiences:

Zurich Financial Services Group – BU Italy (1987 – 2013)

Head of IT Infrastructure Management and Operation.

Responsibilities:

- Budget, financial and customer demand management for IT infrastructure
- Supplier management for infrastructure service providers (CSC-ISP; CSC-EWP; OBS-TLC; Telecom Italia; Fastweb)
- Systems stability and infrastructure sla targets achievements
- Team management for EWP; ISP and TLC Centers of competence (10 resources)
- Country lead for IT infrastructure management, engineering and operations before outsourcing and centralization projects (50 resources)
- EWP and Euronet (Electronic Workplace and Telecommunication) outsourcing Projects Country manager
- Mainframe and Midrange consolidation projects country manager
- Sofia Project (Global Data Center Infrastructure outsourcing) local T&T Manager
- Team member of GFL (Group Function Leads) G-ITO Organization (2008-2010) supporting global infrastructure project and IT improvement tasks on a global scale in Zurich Insurance Company Ltd.

Siemens Data SpA - (1985-1987)

Responsibilities:

- System Engineer on IBM MVS systems and networking (VTAM); including selling support, problem determination and H.O. country technical interface
- Technical support on all IBM subsystems and middleware (e.g. CICS; DB2; IMS; RACF)
- Technical and sales support on laser printing

Enel SpA - (1980-1985)

Responsibilities:

- System programmer on IBM MVS systems and networking; Data Center Operator, installing the first IBM MVS systems in Milan

Current/Recent Projects and Achievements

- Program management for the Mainframe hw/sw refresh for a major insurance company. Refresh completed on time and on budget. Currently moving the Mainframe Platform to a new Data Center.
- Project manager for iSeries hw/system sw refresh. Migration completed on time and on budget.
- Telecommunication transformation projects for voice and data on local services. Migration completed and savings achieved.
- Data Center and Telecommunication cost saving major initiative. All consolidations and outsourcing projects complete on time and on budget,

Charity:

- Digital divide on elder population project in Milan. Ongoing project

Education

- Information Technology Systems school degree

Continuing Education

- Many workshop/courses on IT infrastructure management
- Technical training sessions for all major infrastructure systems and components
- Several training about people and organizations management (problem solving, team coaching, budget management, etc.)

Language Skills

- ITALIAN: Native language
- ENGLISH: good
- Spanish medium

Network and Relationships

- I'm Vice President of *ClubTi Milano* (computer managers and IT professional association of about 150 members) of Milan, where I'm leading some focus groups about ICT Infrastructure and Cloud management/development, and CSR in ICT
- I'm President of *Informativa Solidale* (Charity association of IT professionals volunteers) enabling local and international social support projects
- I'm often involved in Milan *Universities* initiatives and events to represent IT management
- I've been member of the board of Italian chapter of CMG (Computer Measurement Group)

IT Skills

Good technical level and experiences in managing the following technological areas:

- Mainframe MVS and Z/OS operating systems
- Unix (HP;IBM-AIX)
- Microsoft Windows workstations architectures
- Storage systems ; Backup and disaster recovery systems
- Networks / LAN / WAN; Voice and teleconference systems ; Cabling systems
- Database DB2 (mainframe) , Oracle (unix ed NT); Lotus Notes
- Call center applications; E.commerce and internet applications; Front End application on IBM Websphere; SAP
- Web and Enterprise 2.0 solutions

More detailed professional history

Since my first job in IT in Enel (Research Center of Automation) in 1980, up to '86 I worked as a systems engineer in mainframe area (MVS) and networking (SNA/X25). In particular, I attended the first MVS installation in Milan and later many projects with high technological value.

Since November '86 in Siemens as a consultant to follow customers as Telecom Italia, Banco di Sardegna, Zanussi, Siemens.
In this period I developed the technological knowledge of IBM systems and managed issues within service delivery in complex organization and negotiation of major contracts (as supplier).

Since 1987 in Zurich Insurance, initially I followed the migration from the legacy system (DOS / VSE) to MVS, then the evolution of systems with the growth of the Group in Italy.

My position 'grown up to the responsibilities of the security sectors, systems, job scheduling, operation and help desk.

During this period have been integrated all companies of the Italian Group into a single organization and IT infrastructure.

After the mid-90s I followed, as head of the operating structures and systems, the renewal of the IT systems of the Zurich Group.

Starting from the mainframe infrastructure were implemented new applications of open systems, Microsoft and Unix.

Zurich 'was the first insurance company in Italy to go into production with SAP for Finance area, the system remained active platform HP / Microsoft / Oracle until the end of 2006.

Applications that manage the portfolio and the Archives have been rewritten and implemented in a target Unix / Websphere / Oracle, and hosted by a new HP Superdome (Oracle Back end) and AIX server (Websphere).

The telecommunications network was completely renovated and TCP technologies were introduced, internet and e-mail lotus notes, then spread throughout the Company.

We implemented a new call center system to the telephone company Zuritel on a Microsoft platform, initially handled internally at our headquarters in Rome, and then brought in outsourcing.

Having become a heterogeneous environment Zurich, at this stage I studied both the technological problems of interoperability, that those organizational management a reality more complex internal resources, consultancy and third parties.

Having carried out the negotiations in person for innovation infrastructure have been able to increase the experience of negotiation.

During the 98 and 99 have also led efforts for assessment and review of the infrastructure for the year 2000 bug.

Since 2003 a major reorganization was decided at the Group level.

The goal was to reduce IT costs through greater standardization and a strong globalization.

Therefore, we have launched various initiatives of centralization / outsourcing of systems, which have been followed by me as Country Manager for Italy.

The area of responsibility included the technological infrastructure for information systems in place (server farm), the end-user workstations, and telecommunications infrastructure (LAN / WAN / telephony / cabling), the Help Desk of the Company and agencies and provided for the operational management, the evolution of the architecture and the maintenance of an adequate level of safety and compliance with local regulations.

Even in a context of increasing centralization the activity was carried out with broad autonomy for both the technical decisions / operational for the management of human resources, with the definition of an annual budget which includes the cost of ownership and investment in technological evolution.

In 2003 I successfully completed the consolidation of the mainframe s/390 in Zurich as a project manager, the construction of the business case, the planning and management of the project, until the entry into production, in 4 months.

I participated as Country Manager in an international project outsourcing services to IBM Electronic Workplace (desktop management), which also included the activation of a new Help Desk in a center "global" in Dublin and the migration of all the machines to the operating system Windows / XP, resulting in the reorganization of all the applications and services.

In the project were reviewed all the processes of acquisition of hardware and services, and the organization changed to implement the incident management process by applying ITIL standards.

Always as Country Manager I followed the European project outsourcing service provider and networking to Equant (now Orange-OBS)

By participating in international projects I have also gained new knowledge and experience in international trading projects of very large (60,000 end users) as support for specific aspects of Italy, but following all of the projects and their evolution.

I've also been working on aspects of service management and management of assets (and the related accounting issues), contractual, definition of sla with a very high level of formalization.

Then following the consolidation strategy that I managed the migration to Home Office Lotus Notes mail systems, SAP systems, applications on Intel-and Unix systems and online agency, which are absolutely critical to the business. Such projects was also necessary to review the organization, and I managed the set-up of roles and responsibilities cross-border, where part of the functions were local, others have been centralized.

Upon completion of the activities of reorganizing I also managed the outsourcing of local Xerox printing systems, Zuritel (Direct Business Insurance Company), and agency management outtasking with HP.

In a comprehensive framework for IT security and risk management have served as responsible for IT Security operative in Italy and, for a short time, I followed also the architectures development.

In this context I was also responsible for the preparation of the IT activities relating to Security and Privacy, eg DPS (Document on Security).

Since January 2008, I was a program manager in the Global Function units Leads - Operation, and report directly to Zurich at the head of Global Operations for IT Service.

The responsibility in this position was to ensure the convergence of the global unit of IT Operation Group (1000 employees in total) for the organizational aspects, tools and processes.

The area of focus related to large data centers, which were located in Zurich, Los Angeles and Chicago, and the rest of the world.

In this role, I have participated in several initiatives with global scope for the review of processes and operational organizations, and to follow programs implementations of solutions worldwide (eg the distribution of the new platform lotus notes or revision of processes and tools monitoring end-to-end).

Since 2011, back in BU Italy as IT Operation Manager, to enable system stabilization and achieve the targets of cost reduction of IT infrastructure.

Starting from August 2013 I've been assigned as project manager for the refresh of the European mainframe systems for Zurich Insurance Company Ltd.

On 2014 I managed the refresh of CPU , DASD, IMS systems and the upgrade of the iSeries hardware.

In the same period I also managed the new Citrix infrastructure set up.

In 2016 I managed, as Program Manager, the Mainframe and Italy BU moves to a new Data Center.