

Simona Tonella

Master Degree in Electronic Engineering
PMP® Project Management Professional Certified (PMI®)
SAFe 4 Agilist Certified (Scale Agile Framework - SAFe®)
ITIL Foundation Certified (EXIN)
Authorized member of Italian register of professional Engineers
ICT Management expert (Mini-Master on ICT Management; Adfor and Università Cattolica)
Change Management Practitioner (Prosci/ADKAR Method)
Lean Six Sigma Apprentice (Black Belt Training; MoreSteam)



Main achievements and experience:

- Several years of leadership with international teams and large client services organizations
- Extensive experience in leading IT teams to implement enterprise-scale Transformations including transition to Digital and Agile Operating Model
- Program and Portfolio Management for Global IT Organizations, aligning the Portfolio to the Company strategy, monitoring and planning, providing recommendations to decision makers
- Management of Application Shared Services for Enterprise Applications like ERPs (SAP, Oracle, Infor), CRMs (Salesforce et others), BI, Banking solutions
- Development of Performance Management Dashboards including operational KPIs designed to trend ITSM Processes, Service Delivery and specific Customer Services
- Experience in IT infrastructure management and end user support client environment, managing groups, projects, strategic planning and technical services
- Design, implementation and maintenance of a Knowledge Management System that enables knowledge sharing, improves collaboration, locates knowledge sources
- Experience of IT Supplier Management including offshore partners through RfP selection, SLA definition, Governance and ADM Contracts with large vendors and offshore Companies
- Management of M&A workstreams as IT Integration, Governance, TSA definition and post-merger transition into BAU
- Knowledge of Compliance implications concerning GDPR, SOX, Data Privacy and Local regulations (ie: Italy, Luxembourg, US FOCI) in regards of IT solutions
- Conference Speaker at public events like ITSMF yearly meeting
- Active supporter of women's career development through internal and external initiatives

Profile

Professional roles

05/2017-Now

IT Transformation Manager – Manager of IT Transformation CoE (Global role)

Vodafone Group (www.vodafone.com)

- Leader of the IT Transformation Centre of Excellence Team, providing the 2nd Line Assurance across Local Market Transformation programmes, ensuring Business, Digital and IT strategy execution
- Responsible to monitor and de-risk all major (>15m€) Transformation Programmes, supervising a ~2bn€ Global Portfolio
- Manager of the Governance and the implementation of the framework for establishing and delivering transformation programmes with Waterfall, Hybrid and Agile (SCRUM, SAFe, Squads/Tribes/Chapters)
- Provisioning advisory to accelerate Digital Transformation through Technology components like API gateway, digital data store/cache, Kubernetes for containerisation, CI/CD tools alignment, Collaboration environment, Microservices development
- Coordinator of activities to support specialist skills needed across transformation programmes, through knowledge share sessions
- Performing continual improvement to the framework and to the Programmes, applying Lean Agile and co-creation principles
- Assessor in the Technology Discover Graduate Programme and Panelist for Interns, Graduates and Apprentices community

Achievements:

Aligned Transformation Risk (5th for the Company) to target tolerance, securing ~2bn investments; provided transparency, one source of truth and a holistic view to all major stakeholders; enabled strategic initiatives like SaaS and fully cloud native BSS solution; created a very active and collaborative Transformation community to share best practice and Lessons Learned; created a Lean Agile framework to govern Hybrid Programme Portfolio across all LMs' IT and to enable Digital Transformation, Simplification, Standardisation and IT modernisation.

08/2015-04/2017

Associate Director, IT Process and Knowledge Excellence (Global role)

Johnson Controls (former Tyco Holding GmbH), Ratingen - Germany (Fire&Security Company; JohnsonControls.com www.tyco.com)

- Responsible to monitor and redesign IT processes; implementing standard processes across Global IT; leading continuous improvement and measurement of process KPIs across Global IT
- Program Manager of Global IT Process Excellence Program in order to evolve the IT Operating Model, delivering standard and improved IT Processes decreasing Customer effort and improving IT, reporting to CIO and Senior IT Leadership Team
- Leader of JCI-Tyco (M&A) Integration workstream to define the ITSM Strategy and roadmap for the new Company, the Project Portfolio and Demand Management framework, IT Knowledge Management and Global Application Management solution
- Leader of one Europe Chapter Council for Company Global Women's Growth Network
- Project manager of "Active Location/Localization and Enhanced Services (SPS) for Marine Vertical" project within Continental Europe Talent Development Program, experimenting IoT solutions

Achievements:

Reduction of Operational Risks, ITSM savings for 5.3M\$

11/2013 – 07/2015 Head of IT Application Shared Services Continental Europe & Leader Global IT Transformation – CE (06/2014-07/2015)

Tyco Holding GmbH, Ratingen - Germany
(Fire&Security Company; www.tyco.com)

- Responsible of the application portfolio for all European countries, based on ERP (SAP, Infor, Oracle), CRM (Salesforce) and BI (Qlik-view), managing a team of 20 internal people and an offshore team of 15 FTEs (2m€ AMS contract with iGate)
- Responsible of ITSM especially Application Management, Incident, Change Request and Project Management for the remit
- Responsible of Global IT Transformation Program for Continental Europe, implementing the CoE in Cork – Ireland, introducing a global AMS with a new offshore partner (HCL), managing the knowledge transfer and the organizational change into the new Operating model with HR and Local Work Councils in all CE countries
- One of the 50 members of Global IT Summit to design and define IT Global Strategy
- Active member of Women's Growth Network (WGN) Germany

Achievements:

Reduced Incident backlog of 70% in 1,5 year; put the overall CE Global Project Portfolio under control with 90% of the projects on time and 10% budget savings; achieved 20% CE OPEX savings (Forecasted ~1.6M\$ in 4 years) thanks to IT Transformation

09/2012 – 10/2013 Head of IT Service Support

Intesa Sanpaolo Servitia - Luxembourg
(Company of IntesaSanpaolo Group – Italian Bank; <http://www.intesasanpaoloservitia.com/joomla/>)

- Responsible of IT Governance team handling the Portfolio of foreign branches and foreign Banks of Intesa Sanpaolo Group, based in Luxembourg, US, Asia, UK and Europe with a final overall Budget of ca 15M\$.
- Responsible of IT Security Management, Continuity Management and Service Management for SEB Bank Luxembourg
- Managing Portfolio for Application solutions related to Core Banking Software, Trading Systems, Anti-Money Laundering solutions, Legal Reporting, HR systems, DMS, E-Procurement workflows
- Responsible of Performance measurements and reporting of IT Service Management to SEB Luxembourg during Steering Committees
- Designed and implemented a structured framework for Quarterly reporting at the External Executive Board of IntesaSanpaolo Servitia

Achievements:

Increased Projects Portfolio volume by 200% in 1 year through a strong improvement of collaboration with the Parent Company; established a governance model to achieve 90% of the projects on time and within budget; increased transparency to the customers; decreased Incidents of 20%

05/2010 – 08/2012 Global ICT - Program Manager for International Network

Intesa Sanpaolo Group, Milan - Italy
(Foreign Branches Italian Bank; http://www.group.intesasanpaolo.com/scriptIsir0/si09/eng_index.jsp)

- Responsible for the setup of the new Global ICT Department, with the aim to manage ICT for the foreign branches of Intesa Sanpaolo Group in UK, Luxembourg, Asia, US and other European countries

- Achievements:
- Program Manager for the transformation of ICT service model with centralization of Infrastructure services (using IaaS), Networking, Applications and end user computing; implementation of a new Operating Model based on Hub/Spoke and standardization of IT processes
 - Communication Manager, responsible of a Quarterly Newsletter
 - Project Manager of a global solution for Anti-Money Laundering and E-Procurement
 - Program Manager for "Achieve Excellence Together", internal program for operational improvement and cost reduction
- Reduction of OPEX for International Network of 40% in 3 years; implementation of a common Help Desk; standardization of ICT operations and architecture; development of a common platform for International branches
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01/2007 – 04/2010 PMO and Problem Solving – ICT Governance

Intesa Sanpaolo Group Services, Parma/Turin

Now: Intesa Sanpaolo Group

(Main Italian Bank http://www.group.intesasanpaolo.com/scriptIsir0/si09/eng_index.jsp)

- Achievements:
- Project Manager (2007) during the M&A of the E-Mail integration
 - PMO for 3-years Facility and Infrastructure integration program, supervising 8 Towers with 53 different streams
 - Problem Solving Manager for one of the two main Data Centers, implementing common processes and escalation/communication tools
- Activation of a common Email system in 3 months; implementation of standard templates, reporting and communication for the M&A Infrastructure Integration workstream; 100% of Tier-1 Incidents with Root Cause Analysis and preventive solution identified with an operational risk decrease of 30% for the Data Center
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03/2003 – 12/2006 Project Manager for Infrastructure and ICT Processes

Banca Intesa, Parma/Turin

Now: Intesa Sanpaolo Group

(Main Italian Bank; http://www.group.intesasanpaolo.com/scriptIsir0/si09/eng_index.jsp)

- Project Manager for standardization of printing solutions and delivery model for all the 2.500 branches after the merging of Banca Commerciale Italiana into Banca Intesa Bank
- Project Manager for development and deployment of a new standard Desktop Platform for the 3 merged Banks (~8000 Corporate and Central Function users). Budget ~1.7M\$ - cross functional team 30 people – external supplier HP 50 FTEs – 6 months
- Project manager for the migration of the different email solutions into Microsoft Exchange 2003 (~70000 mailboxes). Budget 3,7M\$ - cross functional team 35 people – external supplier Reply 70 FTEs – 7 months
- Project Manager for designing, implementing and operationalizing IT Service Management Processes based on ITIL Framework (presented this experience at two itSMF Annual Conferences in Italy: Milan November 30th, 2006 – Rome April 18th 2007 <http://www.youtube.com/watch?v=5vlgYcszohs> 0´48" and 3´03")

Taken the ITIL foundation certification and the PMP certification from PMI (#450803)

- Achievements:
- OPEX savings for desktop maintenance contract of 40% in 2 years; OPEX savings for dismissal of old email systems of 4,5M\$ in 2 years; enhanced governance of critical services like email system

02/1997 - 02/2003 System Administrator and DBA

Banca Commerciale, Parma

Now: Intesa Sanpaolo Group

(Main Italian Bank; http://www.group.intesasanpaolo.com/scriptIsir0/si09/eng_index.jsp)

- DBA (1997-2000) in charge of performance optimization, remote control and migration of the 3200 DB used by the 800 Italian branches (IBM DB2)
 - System Admin for the implementation of IBM Tivoli solution
 - DBA (2001- 2003), for Oracle 8.0.5 DBMS
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01/1997 - 03/1995 Responsible of After Sales

CDM Tecnoconsulting s.r.l, Parma

<http://www.gruppocdm.it/>

- Responsible of After Sales team for Installation and Maintenance of CAD/PLM, ERP, BI, CRM, Digital Marketing, Systems & Network solutions

Further education

July 2018	Implementing SAFe Course (4.5) - Certified SAFe 4 Agilist (Scale Agile Framework - SAFe®)
2016/17	Lean Six Sigma Black Belt Training - MoreSteam
2013/14	German training A2.3 – Berlitz, Ratingen - Germany
2012	Accademia della stima - Cap Gemini, Milan Italy - to establish common estimation techniques (poker sizing) and languages
2011	IT Academy - SDA Bocconi, BTO – Milan, Italy
2011	"Delightful Innovation – Create valuable innovations" – Oracle, Italy in collaboration with Professor Roberto Verganti Politecnico Milan and Visiting Professor Copenhagen Business School
Jan 2007	PMP® Certification (Project Management Professionals) – Project Management Institute (PMI®)
2006	Quality and Customers: a challenge towards excellence – CVA . Milan, Italy
2006	Mini-Master on ICT Management – ADFOR and Università Cattolica – Milan, Italy
2005	Time Management, Communication and Negotiation skills

Studies

10/1986 – 03/1995	University of Parma, Italy Electronic Engineering Master Degree Master degree thesis: "Integration of Parallel Computing Systems in Visual Programming Environments"
09/1981 – 07/1986	Liceo Scientifico G. Ulivi – Parma, Italy High School Diploma in Mathematics and Sciences

Skills and interests

Technical Skills and Tools	High level knowledge of Digital and B/OSS solutions for Telco market, mainly based on Amdocs, Oracle and Netcracker technology. Sound knowledge of Enterprise Applications like Infor ERPs, BI solution (Qlik-view, Microstrategy), CRM (SFDC), Sharepoint; Enterprise Architecture tools (Leanix, Troux); Portfolio Management solutions (Jira, Daptiv, PPM, MS Project); ITSM Tools (Service Now, Remedy, Service Desk); Process design tool (ARIS) and Business Process Framework. High level knowledge of Windows server operating systems, VMWare, Active Directory, Virtualisation and Cloud approaches
Language skills	<i>Italian (mother-tongue), English (business fluent), German Berlitz level 4 / CEF level A2.3</i>
Interests and Volunteering	Mindfulness practice, Skiing, Reading, Nordic-walking. Member of Executive Board of a non-profit Italian cultural association in Düsseldorf and of a non-profit association of International Women in Business