

# Tommaso D'Argenio

[tommasodargenio.com](https://tommasodargenio.com) [github.com/tommasodargenio](https://github.com/tommasodargenio) [tom@tommasodargenio.com](mailto:tom@tommasodargenio.com)  Dublin, Ireland

## PROFILE

Passionate Full stack developer with 20+ years of extensive experience in participating in all phases of software development, building scalable applications and internal tools that drastically improve efficiency. Key areas of expertise include backend and frontend software architecture design and development with a focus on web technologies, full ownership of products development lifecycle, strong customer-focused relationship management. Possess a strong attention to detail, well-developed time management skills, and ability to complete projects within schedule and in a timely manner.

## EDUCATION

### **First Class B.Sc. Honour Degree in Information Systems and Information Technology**

Technological University Dublin, Ireland (2005-2009)

**Certified Lean Six Sigma Green Belt** (2007)

**Certified ITIL Foundation** (2011)

## SKILLS

Web development technology stack (LAMP, MERN)  
PHP (Gearman, ZF, Composer, Laravel, WordPress)  
JavaScript (NPM, React.JS, Node.JS, Ajax, JQuery)  
HTML / CSS (Bootstrap, UI/UX design)  
Database technologies (PgSQL, MySQL, MSSQL, MongoDB, SQLite, T/SQL, ANSI SQL)  
HTTP & REST API (XML, JSON, SOAP)  
C# (.NET Framework)  
Version control (Git, GitHub, GitHub CI/CD, BitBucket)  
AWS Infrastructure management and services (SQS, EC2, EB, LB, VPC, RDS, SNS, SSO, etc.)  
Linux Server and CLI (Bash)  
Web Servers (IIS, Apache)  
MS SharePoint and Flow scripting  
Virtualization (Docker, Vagrant)

## EXPERIENCE

### **TIXSERVE LTD**

**2021-Now**

#### **Lead Engineer – current position**

Responsible for leading and supporting engineering team's member in their work with mentoring and coaching activities, code reviews, knowledge sharing session. Maintain, develop and advocate high standards across the code base and systems. Work closely with the Head of Engineering to analyse client and business requirements to further develop the company's offering, propose and define innovation roadmap. Lead and manage engineering projects with internal and external contractors.

#### **Senior Full Stack Software Developer – 6 months**

Responsible for designing, updating, building and maintaining frontend and backend systems for Tixserve key customers. Closely work with Design Leads, Head of Engineering, CTO and development team to define innovation roadmap, best practices, client requirements analysis. Participating in support activities, AWS DevOps, PR reviews, Agile-based teamwork.

#### **Key Achievements**

- Full ownership of AWS infrastructure management
- Lead initiative to improve overall performances of production systems for key customers

- Lead the design of new systems based on event-driven micro-services and serverless architecture
- Lead the design and implementation of internal tools for the development team
- Actively involved in the definition, design and implementation of best practices and process documentation

## **XEROX Europe LTD**

**2004-2021**

### **Senior Technical Architect and Consultant - 8 years**

Responsible for the design and deployment of enterprise print and document management system for a number of key client accounts.

#### Key Achievements

- Led design and deployment of over 100+ projects varying from print management, to server's migration, to system's integration and more.
- Successfully deployed a cloud based print management system on a global scale with full integration with OKTA IAM, serving 30k+ users, 1K+ printers/copiers, in multiple locations across the globe
- Led revenue growth initiative with strategic client accounts with a +1K% revenue increase over 4 years
- Driven innovation talks and workshop with enterprise client accounts to define technology roadmaps
- Full advanced technical and pre-sales certifications on all major players of AAA printing solutions

### **Lead Systems Engineer - 6 years**

Responsible for the design, implementation and support of internal tools and software systems. Engaged in deployment and support activities of print and document management solutions for client accounts.

#### Key Achievements

- Designed and implemented (BE/FE on LAMP stack with full SDLC ownership) Xerox EMEA internal supply chain management system, improving process efficiency by eliminating manual paperwork, full integration with warehouse management system, up-scaled to manage 300K+ orders, 10M+ records, serving around 1K+ users globally over 10 years.
- Designed and implemented (BE/FE on MERN stack with full SDLC ownership) an internal helpdesk self-help tool, reducing the number of escalations to higher support tiers by 30%, serving 500+ helpdesk agents globally.
- Led Lean Six Sigma project for global deployment of firmware patches, reducing number of support tickets received by 10%, resulted in a cost reduction of 250K€.
- Achieved Lean Six Sigma (DMAIC) Green Belt certification

### **Technical Project Specialist - 2 years**

Responsible for the design, implementation and support of Web content management systems and integration for key client accounts.

### **Process & Quality Mentor - 1 year**

Responsible for the design, optimization of internal system processes through Lean Six Sigma methodologies. Provided mentorship and coaching on processes and SOPs to helpdesk agents, monitored call quality and led strategic initiatives to improve process design and reduce escalations.

*Previous work experience in Italy for 10+ years in various capacity including Software Development, Project Management and Consultancy. Details and name of companies available on request.*

## LANGUAGES

**Italian** - Native Speaker / **English** - Fluent

## REFERENCES

**On Request** (see recommendations on my [LinkedIn](#) profile)

## WEB

**Web** <https://tommasodargenio.com>  
**Twitter** <https://twitter.com/tommasodargenio>  
**LinkedIn** <https://ie.linkedin.com/in/tommasodargenio>  
**GitHub** <https://github.com/tommasodargenio>