

# 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 design and 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 and RESTful APIs, full ownership of product development lifecycle, and strong customer-focused relationship management. Possess a strong attention to detail, well-developed time management skills, and the ability to complete projects within schedule and on time.

## EDUCATION

**First Class B.Sc. Honours 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, Express.JS, Nest.JS, Ajax)  
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 and Azure Infrastructure management and services  
Linux Server and CLI (Bash)  
Web Servers (IIS, Apache, Nginx)  
MS SharePoint and Flow scripting  
Virtualisation (Kubernetes, Docker, Vagrant)

## EXPERIENCE

### PTC INC

2023-Now

#### Fellow Technical Architect - Current Position

Responsible for the design of the microservices architecture for PTC's Atlas R&D group  
Mentor and coach engineers in the team  
Work closely with product management to define and refine product requirements  
Collaborate with cross-functional teams to ensure the successful delivery of the product  
Participate in code reviews and provide feedback to ensure high-quality code  
Contribute to the development of best practices and standards for the team  
Stay up to date with the latest technologies and trends in the industry

### TIXSERVE LTD

2021-2023

#### Lead Engineer - 1+ years

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

#### Key Achievements

- Full ownership of AWS infrastructure management

- Lead initiative to improve the overall performance 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 an enterprise print and document management system for several key client accounts.

#### **Key Achievements**

- Led design and deployment of over 100+ projects varying from print management to server migration, to system 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 workshops 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 the number of support tickets received by 10%, resulting 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, optimisation 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 capacities, including Software Development, Project Management and Consultancy. Details and names 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>