

Tommaso D'Argenio

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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 (MySQL, MSSQL, MongoDB, SQLite, T/SQL, ANSI SQL)
HTTP & REST API (XML, JSON, SOAP)
C# (.NET Framework)
LUA
Version control (Git, GitHub, GitHub CI/CD, BitBucket)
Linux Server and CLI (Bash)
Web Servers (IIS, Apache)
MS SharePoint and Flow scripting
Virtualization (Docker, Vagrant)

EXPERIENCE

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.

Holosoft - Freelance consultant - 2+ year

Responsible for the design and development of web management systems (BE/FE on LAMP stack) for a variety of local customers. Accountable for the full administration and monitoring of Linux based Server Systems. Founder member of the Italian PHP Developer Group (GrUSP) and first Italian PHP national Conference PhpDAY (yearly event).

Echoplus - Project Manager - 2+ year

Responsible for the design and development of web management systems (BE/FE on LAMP stack) for a variety of local customers. Accountable for the full administration and monitoring of Linux based Server Systems.

Althea Digital Press - Technical Services Manager – 4+ years

Responsible for the design and development of web management systems (BE/FE on LAMP stack) for a variety of local customers. Accountable for the full management of service delivery throughout contract lifecycle.

ZeroUno – Software Application Developer - 2 years

Responsible for the design and development of software systems (C++, ASM) for school attendance monitoring.

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