



ALESSANDRO PAPPA

NATIONALITY Italian
MAIN ADDRESS Rome

i 08/08/1961
☎ +39 373 8437360
✉ a.pappa@meticons.it

f meticons
in alessandropappa
🌐 www.meticons.it

EDUCATION AND TRAINING

- Master of Finance and Control Meliusform
- Bachelor of Business Administration University of Rome Tor Vergata
- ITIL® Foundation Certificate in IT Service Management

AWARDS

MTM (Mobile Multimedia Terminal) - Creator of a project, presented to the European Community, for the production of the prototype of the current smartphone. Details on the [CORDIS European Community website - FP5 - Fifth RTD Framework Programme, 1998 - 2002](#)

COMPUTER SKILL

- Ms Office ① ② ③ ④ ⑤
- Ms Project Manager ① ② ③ ④ ⑤
- MS Visio ① ② ③ ④ ⑤

Environments and architectures: IBM, EMC2, CISCO VoIP, Storage, Virtualization, Backup, Data Center Consolidation, Disaster Recovery and Business Continuity.

Technologies and programming languages: CRM (Arca), MySQL, VBasic, Script, DOS, MVS, VM, IOS, VSAM

EXPERTISE

- Management Control
- Controller
- Budget Analysis and Adjustment
- Financial Statements and reporting
- Problem Solving
- Cash Flow analysis and planning
- Budget Management
- Process Optimization
- ISO 9001
- Quality Assurance

CERTIFICATES

- Associated AssoCONTROLLER n° 852 (2021)
- Futus Corporation Futur System - 12 managerial courses
- IBM - EMEA Software Service Planning Representative, and many internal IBM courses (SW, Communication, Quality, Project Management)
- Honeywell Information Systems Italy COBOL programmer
- N.O.S. Security Clearance (Arma dei Carabinieri)
- High school graduate



WORK EXPERIENCES

today

2021

2019

2017

2016

2015

2014

2001

2000

1999

1998

1996

1984

1983

1981

1979

nov 2017 - today **Freelance - Meticons (RM)**
Management Consulting, Process Optimization, Efficiency of production activities, Coaching, Business Reorganization, Budgeting

dic 2019 - dic 2021 **Management Consultant - Andrew&Sax Advisor**
I was part of the network of professionals who offer solutions to SMEs related to Management Control, Budget Definition and Adjustment, KPI Identification, Accounting Control, Corrective Actions, Sale Estimation and Management Training

mar 2001 - feb 2015 **Manager - KNC Srl** *IT Solutions Company*

jan 2012 - feb 2015 - **General manager**

- development of the Business Process Reengineering, of the internal / external communication process, of the CRM and of the Data Warehouse

jan 2007 - dec 2011 - **Head of Logistics, Quality, Purchasing Dept.**

- production of procedures for obtaining ISO9001 certification

mar 2001 - dec 2006 - **Account Manager**

- responsible for direct sales
- appointed CEO of KNC Evolution Srl, a company of the KNC group
- development of some company's project
- training of sales staff on the analysis of customer needs, development and monitoring of projects

oct 1998 - dec 2000 **Sales & Marketing Director - PointerCom**
VoIP Technologies and Services Company

jun 1996 - sept 1998 **Sales Director - Star Service International**
Financial Intermediary

apr 1984 - may 1996 **Experienced SW analyst and quality manager**
IT Company

aug 1988 - may 1996 **Technical Senior Professional Services - IBM IT**

- development of Problem Management, Change Management and Configuration Management projects, data storage and trouble tickets, definition and writing of procedures for using IT systems in terms of quality

dec 1985 - jul 1988 **EMEA Service Planning Representative - IBM USA**

- planning of technical assistance services
- empowerment of Education Centers in EMEA for international courses to technical support
- member of the working group of the Development Laboratory for the definition of technical support, technical education material and marketing strategies in EMEA

apr 1984 - nov 1985 **Customer Engineer - IBM IT**

- first level SW Support Center troubleshooting for customers



PERSONAL INFORMATIONS

Languages:

- Italian - mother tongue
- English - C1
- French - B2

Driving license: D, KB

Sport: Judo and Aikido teacher

Military Service Arma dei Carabinieri