

# ALBERTO PAROLO

alberto@parolo.net

+39 335470906

Alberto Parolo has over 30 years of experience in IT services, infrastructure, applications and projects. He held management roles at major telcos, corporations and international organizations. Since 2010 he is an appreciated European consultant, mostly in the domain of **sourcing advisory** and **program management** across several industries (FINANCE, MANUFACTURING, LOGISTICS, UTILITIES, IT AND TELCOS).

He partners with major International advisory and consultancy firms such as Gartner, ISG, IDC, Whitebridge, Avasant, Sepicon and Netvalue.

He led major projects and teams across Europe and Latin America.

## PROFESSIONAL EXPERIENCE

### ALBERTO PAROLO CONSULTING.....since 2010

Advisory and consulting to corporations and International organisations in Western Europe.



### BT ITALIA S.p.A., Italy [British Telecom] ..... 2006-2009

Head of the IT projects department (Product Dev. & Demand Mgmt, deputy to CIO)  
Director of the FIAT contract (90M€/year)



### ATLANET S.p.A. / TELEXIS S.p.A, Italy [FIAT-Telefonica] ..... 1999-2005

Technical Coordinator of the Fiat Group telecommunications outsourcing deal  
International Activities Director and a.i. Sales Director  
Director of Customer Care department and delivery of voice services  
Merge & Acquisition Chief Project Officer  
Client Manager for large accounts



### COUNCIL OF EUROPE, Strasbourg, France ..... 1993-1998

Head of the IT applications team (reporting to the CIO)



### INTESA S.p.A., Italy [IBM-FIAT] ..... 1987-1993

Value-added network services Marketing Project Manager (Area: EDI) and International Projects Manager (ESPRIT)  
Assistant to the CEO, System Engineer

### OTHER PART TIME & COMPLEMENTARY PROFESSIONAL EXPERIENCE

Professor (MBA and High School); Biomedical Engineering Consultant

## ACADEMIC BACKGROUND

**Graduate:** Master in Electronic Engineering and Computer Science, Polytechnic of Turin, Italy. **Undergraduate:** Boston College, Boston MA, USA; Classical Lyceum, Vercelli, Italy



**Other post-graduate and complementary training:** Darden School of Economics at University of Virginia, ISVOR, London Business School, Council of Europe, COREP, IBM

## LANGUAGE SKILLS

**Italian:** mother tongue    **French:** fluent    **English:** fluent    **Spanish:** fluent

## SOME RECOMMENDATIONS (published on LinkedIn):

### **Cristina Izquierdo, Sales team leader at Vodafone**

*Alberto was the consultant who drive an RFI to RFP process for a company we bid for, I was representing one of the vendors. Alberto is highly skilled and motivated to drive changes and efficiencies, He always ask the perfect questions to providers and set high standards and KPI's, is also a good team leader managing different vendors to work all together. It has been a pleasure work with him and i always would recommend him as consultant, program director or interim positions to implement changes.*

### **Cosimo Delfino, COO at BT**

*During the period I worked with Alberto he was passionate to meet customer's needs, leading his team and vendors to improve the IT applications in line with business deadlines and requirements. He has demonstrated the right understanding of customer's current and future requirements, managing properly the expectations taking personal responsibility for delivery the IT solutions. He was really able to manage priorities and eliminated all sources of delays and internal/external barriers to meet the timescales that customers wanted. He leaded also his team managing conflicting priorities and support his people to be accountable for execution, with an excellent quality of deliverables. In summary as a manager Alberto demonstrated excellent performances against objectives and he was exceptional within their peer group, delivering consistently outstanding results by demonstrating very good capabilities and collaborative behaviors as recognized by colleagues and customer.*

### **Antonello Pistis, ICT Advisor & Finance Transformation Program Leader at Msc Cruises**

*Alberto was really effective in building up good communication paths between business lines, delivery teams and central corporate departments involved. I appreciated his ability to find practical solutions to complex issues.*

### **Sergio Camia, IT Project Manager at BT**

*Alberto is an inspiring mentor manager able to balance a rigid methodology with a creative and inspiring way of work. As Head of product introduction and demand management he delivered a lot of IT solutions and Telco services for internal and external Customers. As resource manager he gained team and colleague estimation mainly for his direct, easy and honest communication way.*

### **Carol Bernstein, Non-Executive Director UKSBS - Board Member at Swan Foundation - former General Manager at BT**

*Alberto and I worked on a bid for a large European car company. During this time, Alberto demonstrated an excellent understanding of the auto sector. His insight and commitment to customer satisfaction were very helpful in winning the bid. He is a great team player and always places the customer first.*

# Alberto Parolo Advisory & Consultancy 2010-2019

## AUTOMOTIVE

**FCA (ITALY AND USA)**

PROJECT SIZE > 100 M€

**IT SOURCING:** ADVISOR AND WORKSTREAM LEADER IN A TENDER FOR ADAS (AUTONOMOUS DRIVE) INFRASTRUCTURE AND SIMULATION PLATFORMS

→ TENDERING, SOLUTIONING AND IDENTIFICATION OF PREFERRED PARTNER IN LESS THAN 7 MONTHS

IN PARTNERSHIP WITH ISG



## AUTOMOTIVE

**FIAT IBERICA (SPAIN AND PORTUGAL)**

PROJECT SIZE <1 M€

**BUSINESS CONSULTANCY:** PROCESS REENGINEERING, ANALYSIS FOR WORKFLOW AND CRM IMPLEMENTATION.

**VALUE IMPROVEMENT:** SOFT SKILLS TRAINING (BUSINESS COMMUNICATION)

→ AS DIRECT ADVISOR TO THE GROUP REGIONAL CEO, DISCUSSION AND DEFINITION OF ACTIVITIES TO IMPROVE PROCESS PERFORMANCE OF THE IBERIC HEADQUARTERS. DEVELOPMENT AND IMPLEMENTATION OF A SOFT SKILL IMPROVEMENT PROGRAM.



## AUTOMOTIVE

**BRIDGESTONE EUROPE (BELGIUM AND EUROPE)**

PROJECT SIZE >100 M€

**IT SOURCING:** RFP PROJECT MANAGER OF THE EUROPEAN CORPORATE OUTSOURCING OF DISTRIBUTED COMPUTING AND HELP DESK, DATA CENTER AND SAP INFRASTRUCTURE.

→ INTENSIVE PARTICIPATION IN A ONE-YEAR PROJECT FOR A SECOND GENERATION GLOBAL OUTSOURCING – FROM SOURCING STRATEGY UNTIL ASSIGNMENT OF THE NEW CONTRACT

Whitebridge Consulting

IN PARTNERSHIP WITH WHITEBRIDGE



## FINANCE

**Nexi (ITALY)**

PROJECT SIZE > 100 M€

**IT SOURCING:** COMPLIANCE ANALYSIS, PERFORMANCE ANALYSIS AND BALANCED SCORECARD OF A MAJOR OUTSOURCING CONTRACT

→ DETAILED ANALYSIS AND RECOMMENDATIONS COMPLETED WITHIN VERY TIGHT SCHEDULE OF TWO MONTHS



IN PARTNERSHIP WITH IDC



## FINANCE

**ESM – EUROPEAN STABILITY MECHANISM (LUXEMBURG)**

PROJECT SIZE 10-100 M€

**IT SOURCING:** ADVISOR FOR GLOBAL IT CLOUD AND INFRASTRUCTURE SERVICES TRANSFORMATION AND RENEWAL

→ SUBJECT MATTER EXPERTISE PROVIDED TO THE TEAM ON SOURCING METHODOLOGY, STRATEGY, INFRASTRUCTURE AND NETWORK SERVICES



IN PARTNERSHIP WITH GARTNER AND WHITEBRIDGE



## FOOD INDUSTRY

**CAMPOFRIO FOOD GROUP (SPAIN AND WESTERN EUROPE)**

PROJECT SIZE 10-100 M€

**IT SOURCING:** PROJECT DIRECTOR AND TRANSITION DIRECTOR OF EUROPEAN CORPORATE SERVICES

→ MANAGER OF THREE MAJOR GLOBAL CORPORATE OUTSOURCING TENDERS: SAP AND DATACENTER, NETWORK, AND SERVICE DESK. TRANSITION AND TRANSFORMATION DIRECTOR FOR IMPLEMENTATION OF DATACENTER AND NETWORK.



IN PARTNERSHIP WITH NETVALUE



## FOOD INDUSTRY

**BARRY CALLEBAUD (SWITZERLAND/BELGIUM AND WORLDWIDE)**

PROJECT SIZE 10-100 M€

**IT SOURCING:** SUBJECT MATTER EXPERT FOR TENDERING AND TRANSFORMATION OF IT INFRASTRUCTURE SERVICES

→ SOURCING STRATEGY AND TENDERING OF A WIDE SCOPE OF INFRASTRUCTURE RELATED IT SERVICES, UNTIL SELECTION OF PREFERRED PROVIDER



IN PARTNERSHIP WITH GARTNER AND WHITEBRIDGE



## ENERGY - UTILITIES

**EDF LUMINUS (BELGIUM)**

PROJECT SIZE > 100 M€

**IT SOURCING:** ADVISOR FOR GLOBAL IT CLOUD AND INFRASTRUCTURE SERVICES TRANSFORMATION AND RENEWAL

→ SOURCING STRATEGY, TENDERING AND SELECTION FOR APPLICATION (INCLUDING SAP) HYBRID CLOUD INFRASTRUCTURE AND APPLICATION MAINTENANCE

Whitebridge Consulting

IN PARTNERSHIP WITH WHITEBRIDGE



## INFORMATION TECHNOLOGY AND TLC

**ORANGE** (ITALY AND SOUTHERN EUROPE)

PROJECT SIZE <1 M€

orange

**BUSINESS CONSULTANCY:** SUPPORT TO ESTABLISH A SALES AND BACKOFFICE TRAINING PROGRAM INCLUDING TECHNICAL AND SOFT SKILLS (COMMUNICATION, CONFLICT RESOLUTION, TIME MGMT).

**VALUE IMPROVEMENT:** TRAINER ON SOFT SKILLS AND COACH TO SALES/BACKOFFICE STAFF.

→ CONSULTING TO THE REGIONAL (SOUTH EUROPE) SALES CEO.

DEVELOPMENT AND IMPLEMENTATION OF TRAINING AND COACHING IN SEVERAL COUNTRIES.

## INFORMATION TECHNOLOGY

**FUJITSU** (ITALY)

PROJECT SIZE >100 M€

FUJITSU

**IT SOURCING:** QUALITY ASSURANCE TO RESPONSE TO AN RFI FOR DATA CENTER AND CLOUD SERVICES

→ DETAILED REVIEW AND CONSTRUCTIVE CHALLENGE OF A DRAFT PROPOSAL IN ANSWER TO A MAJOR ITALIAN TENDER FOR INFRASTRUCTURE SERVICES IN FINANCIAL AREA, BEFORE SUBMISSION TO THE CLIENT

## LOGISTIC SERVICES

**DHL – DEUTSCHE POST** (GERMANY AND WORLDWIDE)

PROJECT SIZE 10-100 M€



**IT SOURCING:** ADVISORY FOR VOICE AND DATA NETWORK SERVICES, QUALITY ASSURANCE AND ADVISE ON AN INTERNALLY DEVELOPED RFP FOR INFRASTRUCTURE (NETWORK) SERVICE CONTRACTING

→ INTENSIVE REVIEW OF ALL RFP DOCUMENTS AND DISCUSSION OF RECOMMENDED ADJUSTMENTS WITH CUSTOMER'S MANAGEMENT BEFORE SUBMISSION TO CANDIDATE SUPPLIERS

IN PARTNERSHIP WITH SEPICON AND AVASANT



## LOGISTIC SERVICES

**HAPAG LLOYD** (GERMANY AND WORLDWIDE)

PROJECT SIZE 10-100 M€



**IT SOURCING** FOR VOICE AND DATA NETWORK SERVICES: SUPPORT TO REVIEW SPECIFICATIONS AND RECONTRACTING

→ EXTENSIVE PARTICIPATION IN THE TENDERING PROCESS, PROVIDING EXPERTISE ON RFP DRAFTING AND ON CORPORATE DATA AND VOICE/VOIP NETWORK SERVICES

IN PARTNERSHIP WITH SEPICON AND AVASANT



## CHEMICAL INDUSTRY

**EVONIK** (GERMANY AND WORLDWIDE)

PROJECT SIZE 10-100 M€



**IT SOURCING** FOR VOICE AND DATA NETWORK SERVICES: SUPPORT TO DEVELOPMENT OF AN RFP FOR VOIP OUTSOURCING

→ INVOLVEMENT AS SUBJECT MATTER EXPERT IN CORPORATE NETWORK SERVICES, DURING PREPARATION OF THE TENDER

IN PARTNERSHIP WITH SEPICON AND AVASANT



## SERVICES

**SADI – CUSTOMS CLEARANCE OF FCA GROUP**

(ITALY AND WORLDWIDE)

PROJECT SIZE <1 M€



**ORGANISATION IMPROVEMENT:** MEDIUM TERM ACTION PLAN FOR IMPROVEMENT – HUMAN FACTORS, PROCESSES AND TOOLS

→ CONSULTANCY TO THE GROUP GENERAL MANAGER FOR DEFINITION OF A BUSINESS AND PEOPLE TRANSFORMATION PLAN

## SERVICES

**SADI – CUSTOMS CLEARANCE OF FCA GROUP**

(ITALY AND WORLDWIDE)

PROJECT SIZE 10-100 M€



**BUSINESS CONSULTANCY AND ICT SOURCING ADVISORY:** BUSINESS PROCESS AND STRATEGIC IT REVIEW FOR EUROPE (PROGRAM DIRECTOR, AND PROJECT MANAGER OF SEVERAL MAJOR INITIATIVES)

→ IT STRATEGY AND OPERATIONS CONSULTANCY TO THE GLOBAL GENERAL MANAGER, FOR CONSOLIDATION AND REPLACEMENT OF STRATEGIC TOOLS AND FOR PROCESS TRANSFORMATION; PROJECT DIRECTOR FOR ANALYSIS AND IMPLEMENTATION.

## VARIOUS INDUSTRIES (SMEs)

**REGIONE PIEMONTE AGENCY FOR DEVELOPMENT**

(TURIN, ITALY)

PROJECT SIZE <1 M€



**BUSINESS CONSULTANCY:** STRATEGIC MARKETING REORIENTATION, FOCUSED ON INTERNATIONAL DEVELOPMENT, PROVIDED TO SMALL COMPANIES OF HIGH POTENTIAL AND EXCELLENCE.

→ STRATEGIC ANALYSIS OF SELECTED SMALL ENTERPRISES, AND BUSINESS REORIENTATION ADVISORY

