
PAOLO BAZZICA

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OBJECTIVES

Evolve in managerial responsibilities in a stimulating international environment

Grow my personal and team-mates capabilities through mutual feedback and reflection on common experiences.

Continue to broaden my skills in different domains.

Learn from successes, improve from failures, always innovate

SHORT PROFILE

- Senior IT Manager with more than 20 years experience matured in telco and utilities sector, with focus on innovation of IT services and digitalization of processes in IT systems.
- Direct experience in executing on digital transformation projects and related value creation, developed through the leading role played in several engagements and delivery projects worldwide and more recently in TIM Italy
- Led the architecture definition and realization of Telecom Italia (TIM) digital platform to enable the rapid introduction of cloud native digital services through the decoupling and controlled evolution of Systems of Records from the digital exposure layer
- Proven experience on architecture realization of microservices based architecture, realized through the integration of on-prem systems with public cloud services in GCP, Azure and AWS.
- Broad international experience in IT and managed services matured in System integration technical presales engagements and deliveries
- Strong experience in cooperating with diverse peers in an international environment. Direct experience in leading globally distributed teams.
- Strong negotiation skills including capability to write and negotiate contracts and agreements for complex IT deals
- Electronic and computer sciences education completed through an MBA in Economics and further developed through trainings in European and US universities
- Direct experience in practices to stimulate the innovation process management with experience in methods such as Six Hats, Brainstorming and TRIZ
- Owner of international patent in real time charging at my sole name (WO-2004003809)

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EXPERIENCE**TIM TELECOM ITALIA, ROME ITALY**

1/MAY/2022 TO NOW

Head of Digital Data solutions and Digital contact Centre for TIM Italy

Responsible for Data warehouse and Data Lake platform for Tim Italy. This includes design and development of all TIM DWH, Big Data and Action platforms, their operation in production and their evolution to cloud native architecture. Responsible for leading transformation program to move all platform to Google Cloud PaaS and SaaS solution, in line with TIM group strategy.

Responsible for design, delivery, testing and operations (devops) of all capabilities in TIM digital platform including apps, portals (tim.it, timbusiness.it etc), ecommerce, cognitive and AI applications, API and events, middleware.

Responsible for the continuous evolution of the hybrid cloud model of all major TIM digital channels. This includes the development of the actual architecture according to TIM business needs, the evolution of the platforms used for authorization and authentication for all market segment and the strategy to move the services to Google Cloud Platform and Microsoft Azure.

Responsible for the design, delivery, testing and operations of the IP contact center digital solution used in TIM, one of the largest in Europe, including the AI extension to maximize Customer and Operator matching, data decoupling layer, CATI and VOC (Voice of the customer) platforms. Assessed for ISO 27001 for information security management.

Responsible for the design delivery and operation of the cognitive bot service by TIM (Angie).

Responsible for the management and hybrid cloud evolution of all major TIM middlewares. This includes their transformation to benefit from GCP public cloud services while keeping the implementation secure in accordance with guidelines published by TIM Security team.

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Managed team consists of 290 people located in different locations in Italy.

TIM TELECOM ITALIA, ROME ITALY

8/JAN/2020 TO 30/APR/2022

Head of Digital solutions and Digital contact Centre for TIM Italy

Responsible for design, delivery, testing and operations (devops) of all capabilities in TIM digital platform including apps, portals (tim.it, timbusiness.it etc), ecommerce, cognitive and AI applications, API and events, middleware.

Responsible for the continuous evolution of the hybrid cloud model of all major TIM digital channels. This includes the development of the actual architecture according to TIM business needs, the evolution of the platforms used for authorization and authentication for all market segment and the strategy to move the services to Google Cloud Platform and Microsoft Azure.

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TIM TELECOM ITALIA, ROME ITALY

26/JUL/2019 TO 7/JAN/2020

Head of Digital Solutions for TIM Italy

Responsible for the demand management, delivery, testing and operations of all major TIM digital platforms including apps, portals, cognitive and AI applications, API, middleware. The team uses agile practices (SCRUM methodology) to manage the whole products lifecycle and operations

Responsible for the delivery and evolution of the PaaS used in TIM to realize and deliver all new services and its implementation in accordance with security requirements from TIM

Supporting the CIO in sharing practices and increase reuse with TIM Brasil.

Managed team consists of 190 people located in different locations in Italy.

TIM TELECOM ITALIA, ROME ITALY

8/JAN/2018 TO 25/JUL/2019

Head of IT Architectures for TIM Italy

In charge of setting the new Architectural roadmap and blueprint for TIM Italy to be used for realizing the Business and consumer OSS and BSS applications using a scalable and ready-to-cloud architecture.

Responsible for the design of the IT infrastructure architecture including compute, storage and networking projects for all OSS and BSS applications both on premises and on public cloud

Responsible for the design of the IT applications architecture covering the high guelevel design of all applications in OSS and BSS domain for TIM Italy

Responsible for the management of TIM software portfolio including demand management, software selection, procurement office support for software contracts renewals and selection of all new software solutions to be used in TIM.

Managed team consisted of 120 people located in Rome.

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ERICSSON EAB SWEDEN

1/MAR/2017 TO 31/DEC/2017

Head of Global Service Delivery unit for Digital BSS

Responsible for creating from scratch a global delivery organization for the new generation Digital Business Support Systems.

Implement a global centralized delivery model to exploit global capabilities and reuse cost advantages from presales to delivery to Managed Services.

Team of approx. 500 people distributed in Brazil-Europe-India to cover w-wide engagements responsible to execute centralized software integration testing and support for the implementation projects worldwide.

Responsible for securing evolution of the products architecture in line with the needs of an effective integration and responsible for providing inputs to secure serviceability of the solution for both on premises and aaS installations

Delivery model based on Agile methodology integrated with R&D for securing Continuous integration of new software capabilities Testing realized with high degree of automation with over 70% of all testing based on automated framework, evolving towards DEVOPS that will cover automation from R&D to Operations at Customer site and allow feedback to test automation back to R&D.

Main ongoing activities include a project delivery in Europe for a mobile and fixed operator part of a large European telco group and a multi country delivery in 11 countries for a large Telco group over five years.

ERICSSON EAB SWEDEN

1/MAY/2016 TO 28/FEB/2017

Head of Digital Business Solutions Domain in Ericsson Region Mediterranean

Responsible for offerings and key deliveries in Ericsson IT portfolio of Digital Business solutions which includes OSS, BSS and Analytics in the geographical area named "Region Mediterranean" that includes Portugal, Spain, France, Italy, Romania, Bulgaria, Moldova, Serbia, Montenegro, Albania, FYROM, Greece, Cyprus, Israel, Lybia, Tunisia, Algeria, Morocco. Responsible for pitching Ericsson offering on Digital Transformation and Analytics which led to 5 major contract in Digital full stack in Italy, Serbia, Macedonia, Croatia, New Caledonia (as part of France) and 2 Analytics solutions in Spain

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and Algeria.

Leader directly responsible of a group of 95 people that covers both presales and key roles in major delivery projects in the mentioned countries.

Responsible for securing the Order, Sales and Margin objectives for both products and services in the Digital Business Domain for Region Mediterranean through an average number of 200 projects per year generating a business volume exceeding 180 million Euro per year.

ERICSSON EAB SWEDEN

1/JAN/2014 TO 30/APR/2016

Head of Engagement Practices for OSS and BSS in Ericsson
Region Mediterranean

Responsible for offerings and key deliveries in Ericsson IT portfolio of Digital Business solutions which includes OSS, BSS and Analytics in the geographical area named "Region Mediterranean" that includes Portugal, Spain, France, Italy, Romania, Bulgaria, Moldova, Serbia, Montenegro, Albania, FYROM, Greece, Cyprus, Israel, Lybia, Tunisia, Algeria, Morocco. Responsible for pitching Ericsson offering on Digital Transformation and Analytics which led to 5 major contracts in Digital full stack in Italy, Serbia, Macedonia, Croatia, New Caledonia (as part of France) and 2 Analytics solutions in Spain and Algeria.

Leader directly responsible of a group of 95 people that covers both presales and key roles in major delivery projects in the mentioned countries.

Responsible for securing the Order, Sales and Margin objectives for both products and services in the Digital Business Domain for Region Mediterranean through an average number of 200 projects per year generating a business volume exceeding 180 million Euro per year.

ERICSSON ITALY

1/OCT/2010 TO 31/DEC/2013

Account Manager and IT Director for H3G Italy

Role that blended Account Manager and Project Delivery responsibility for H3G Italy IT within the Ericsson outsource contract. Responsibility to act as CIO as part of the MS according to Demand from Customer.

Leader directly responsible of a group of 64 people based in Rome and Milan. Coordination of external and offshored sw

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factories of approx. 230 people

Sales yearly volume greater than 20M Euro. Stretched 20% or more yearly sales and delivery company objectives all years since appointment while securing budget efficiency for internal Resources 15% YoY.

Responsible for the application transformation delivery project of the H3G Italy datacenters towards a private cloud model including the porting of all the business applications to the new hw/sw architecture (more than 200 applications and 2000 servers, 4 datacenters consolidated into 2, virtualization of 86% of all applications, standardization of operating environments from 9 to two based on Linux and Windows).

Management of the SW factories: requirement definition, design review, testing and deployment in production environment.

Internalization of external sw vendors activities (mainly Accenture, HP, CAP) reducing 3pp dependency in sw factories from 86% to 32% over 3 years. Support of H3G in definition and forecast of the yearly IT budget and project forecast (infra, applications, sw licenses).

ERICSSON ITALY

1/SEP/2007 TO 30/OCT/2010

Operation Director for Ericsson Network Operation Center

In charge of Network Operation Center in Rome, responsible for Network and IT Operations for several operators that had outsource contracts with Ericsson. Among them the largest was the IT and network operations for H3G Italy, Yoigo and ONO in Spain and the delivery of Ericsson Applications in hosting to Customers worldwide.

NOC staffed with more than 300 people including approx. 200 people from 3pp, organized in front and back offices, delivering service 24 by 7 from a center located in Rome within Ericsson premises.

Responsible for securing success of the transfer of responsibilities to the NOC European hub that was setup in Bucharest. Transfer of Operation was realized with a 2-year phased project. Main phase secured the transfer of 170 positions in a 7 months' timespan without causing any major outage to the Customer.

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ERICSSON EAB SWEDEN

1/SEP/2004 TO 31/AUG/2007

Ericsson Global Services: Head of Solution Architects and IT
Delivery Manager for Middle East

Responsible for SI Solution Architects team of the Italy Service Delivery Centre. This required the coordination of a group of 16 senior Solution Architects that were engaged in complex SI projects in Europe and Middle East.

IT Service Delivery manager for Middle East Market Unit. This required frequent trips to Middle East countries to coordinate SI projects and secure delivery on time on budget and Customer Satisfaction.

Main projects executed in STC Saudi (Inventory evolution), Etisalat, Batelco Bahrein, Jordan Telecom, Omantel (BSS projects).

ERICSSON ITALY

1/NOV/2002 TO 30/SEP/2004

Head of Market Unit Italy Intelligent Networks and VAS
competence area

Responsible for competence area Intelligent Network and Value Added Services within Italy Market Unit.

Line management responsibility on a 68 people group engaged in complex SI projects for telco operators in Italy (Wind, TIM, H3G)

ERICSSON SWEDEN EAB

1/OCT/2000 TO 31/OCT/2002

Responsible for Product Customizations of Ericsson Charging
System

Product manager for customizations on Prepaid System within Product Unit Charging in Stockholm. This required discussion and agreement on realization of Customer requests for Customizations on Ericsson charging products.

Engaged in several projects for Ericsson Charging System Customers. Among the others the biggest engagements were Telcel Mexico in 2001 and Turkcell Turkey in 2002.

During this assignment I got an international patent filed on my name for an innovative Charging method (WO-2004003809).

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ERICSSON ITALY

1/MAR/1997 TO 30/SEP/2000

Software Designer and then Team Leader in Intelligent Networks
Ericsson Solutions

Started as external consultant in Ericsson as software Designer for IN and Value Added Services based on TIM requirements on mobile VPN (Profiler). Relocated to Kalskrona in Sweden to join R&D in realization of Ericsson Charging Solution within the Product Unit R&D team. As responsible for the Italian software design group on this product (PPS 3.0) participated to the launch of WIND in 1998 with responsibility over the prepaid platform software adaptations and customization.

As result of successful WIND launch Sweden R&D assigned to my team other SI product realizations in cooperation with Sweden (CDR processor functionalities part of the standard product, customizations for Globe Philippines etc.)

**MAIN EDUCATION AND TEACHING
ACTIVITIES****2022 UNIVERSITAS MERCATORUM - ROME**

Blockchain fundamentals and application for logistics

Teacher for Blockchain fundamentals to Industry leaders in Italy hired by Universitas Mercatorum

2021 UNIVERSITÀ TOR VERGATA - ROME

International paper "Vpassport: A Digital Architecture to Support Social Restart during the SARS-CoV-2 Pandemic"

[\(Sustainability | Free Full-Text | Vpassport: A Digital Architecture to Support Social Restart during the SARS-CoV-2 Pandemic \(mdpi.com\)\)](#)

2019 VMWARE WORLD - NICE

Speech to present the flytogether architecture with following cooperations with other telco operators (eg Sunrise in Switzerland)

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2015 STANFORD UNIVERSITY – SAN FRANCISCO

“Ericsson executive” program for managerial development

Yearly program that included 3 periods in Stanford University on innovation, Economics, Entrepreneurship

2013 BOSTON UNIVERSITY - BOSTON

“Leading new realities” program for managerial development

A program with focus on economics and management held in Boston with a duration of 8 months

2011 ITIL FOUNDATION CERTIFICATION**2006 BRASIL-USA-SWEDEN**

“Global perspectives” program for managerial development

A program with focus on economics and management held in Boston with a duration of 8 months

2006 ERICSSON MANAGER ASSESMENT - OXFORD

“Assessment for managerial development

Resulted in top 5% (“Group candidate”) with related managerial development program

2004 MBA - UNIVERSITÀ TOR VERGATA - ROME

“MBA program”

Full MBA program with a duration of 18 months

1997 “LAUREA DEGREE” – UNIVERSITÀ LA SAPIENZA - ROMA

Master Thesis on AI “An innovative scheduling algorithm based on constraint network for satellite activities prioritization”. Prof. Luigia Carlucci Aiello

BIO NOTES

Birth date: 1968 06 03

Sex: Male

Nationality: Italian

Languages: Italian (Mother tongue); English (fluent); French (Good); Swedish (Basic)

Civil Status: Married

Children: 2 sons, 9 and 6 year old

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Personal interest in AI, epistemology, and non-linear effects of changes in society following the work of Kurzweil and Nassim Taleb