

PERSONAL INFORMATION

Micol Trezza, MBA PMP



 Bologna, ITALY

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Sex Female | Nationality Italian

WORK EXPERIENCE

Since October 2020

Area Manager

CINECA, Bologna

Area Manager Segreteria Studenti, Didattica e Ricerca

October 2006 – September 2020

Senior Project Manager

CRIF S.P.A, Bologna

During 2019-2020 Micol Trezza worked in CRIF RealTime to develop Open Banking solutions for UK and France according to PSD2 regulation and in respect of AISP licence. Target customers are SME.

From 2016 to 2018 Micol worked in CRIF in the Project Management area to deliver Business Process Management (BPM), Decision Engines and Business Intelligence for end to end credit management. Customers are Lenders, Telco, Media and Utilities. Key roles assumed are:

- **Project Management Office (PMO)**, 7 years of experience, since 2010. Relevant experience:
 - Delivery Governance e.g. involvement in the definition of the governance framework, action plan, analysis of portfolio/projects performance (KPI), resource staffing, delivery quality
 - Continuous improvement of internal processes including project methodology and roles definition
 - Competence growth e.g. induction plan, collection of training needs, review of training design
- **Product Manager**, 5 years of experience from 2006 to 2010. Key product feature:
 - Business Intelligence Suite including ETL, data mart, front end and designer tools
 - Record loaded per month from few thousands to up to 10 millions
 - Suite of pre-defined pixel perfect reports and OLAP Cubes
 Responsibilities: management of the whole product lifecycle from concept to operations
- **Project Manager**, 10 years of experience, since 2006. The projects managed have middle size:
 - Up to 10 people, projects may include virtual teams/near shore/off shore delivery
 - Duration between 4-10 months from analysis to go live
 - Project phases are in the software solutions and include both discovery and delivery phase
 - Execution of proven project methodology, tailored for each customer and project
 - Contract format is fixed price
 - Typical influencing factors to manage are: customer decision process/strength of sponsorship, requirement stability and complexity, dependencies from customer and third parties

Business or sector Solutions for credit management (Lenders, Telco & Media, Utilities)

January 2000 – October 2006

Business Consultant

IBM S.P.A, Roma, Milano

Micol Trezza worked in IBM for about 7 years as Business Consultants in the Business Intelligence Practice, sector Telecommunication. In IBM Micol Trezza made both relevant project experience and important training including experience in Almaden Research Lab to write a redbook and the Master in Business Administration (Henley Management College).

- **Project Experience with the role of Business Consultant**
 - Analytical CRM, design, delivery and revamping for major Telco players, in Italy and in Turkey
 - Datawarehouse design, delivery and operational management from for Telco players in Italy

Business or sector Business Intelligence consultancy for the Telco industry

March 1999 – January 2000

Researcher

Telit S.P.A – University of Bologna ALMA Mater Studiorum

Micol Trezza worked as Engineer of Telecommunication in the research project to design and develop a simulator for instrument landing system for the Airport of Forlì, Italy, using GPS. The research was concluded with the publication of an article and with a prototype.

Business or sector Research for Telco products

EDUCATION AND TRAINING

September 2002 - July 2006

Master in Business Administration

Henley Management College, United Kingdom

*Thesis MBA: ‘Critical Success Factors of a Customer Profiling System’
MBA funded by an IBM scholarship*

September 2002 - July 2006

Master in Engineer of Telecommunication

University of Bologna, Italy

*Thesis in Optical Elaboration of Signals
5 year degree gained with a score in the top 5%, study funded with a scholarship by the University*

PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	B2	B2	B2

MBA and PMP certification have been gained in English. Working language is often English.

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills Good communication skills gained through my experience as project manager, with awareness of organization structures, roles and need to know.

Organisational / managerial skills Project management skills with team from 4 to up to 10 people including suppliers.

Job-related skills Good command of quality control processes (currently responsible for the continuous improvement of project delivery processes e.g. methodology, KPI to measure delivery quality, performance monitoring)

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Levels: Basic user - Independent user - Proficient user
[Digital competences - Self-assessment grid](#)

Engineer of Telecommunication from University of Bologna

Other computer skills:

- good command of office suite (word processor, spread sheet, presentation software) due to daily use in Project Manager role

- good command of Business Intelligence tools: query, reporting, analysing due to training, project experience as business consultant in the business intelligence practice and as product manager

- Other skills**
- Trainer, internal trainer @CRIF e.g for the design and lead of the induction plan (Project Manager, Project Executive and Business Analysts) including project methodology, product presentation and team building/role understanding exercises
 - Mentor, experience as mentor to our Business Analyst practitioners to define training path and clarify the Business Analyst role
 - Subject Matter Expert in Project Management, as volunteer in the Project Management Institute

Driving licence B

ADDITIONAL INFORMATION

- Certifications**
- Project Management Professional (PMP), gained from PMI in 2013, PMP # 1669975
- Memberships**
- Project Management Institute (PMI), since 2013
 - International Institute for Business Analysis (IIBA), since 2015
- Courses**
- Project Management, Corporate Training Curriculum @CRIF S.P.A, 2007-2009, Bologna
 - Business Consulting, Corporate Training Curriculum @IBM S.P.A, 2000-2006, Milan/Rome (Italy), La Hulpe (Belgium)
 - Data mining, Almaden Research Lab @IBM, 2002, San Jose, California
- Publications**
- Ariosto, L.; Trezza, M. (2005) Focus sulla Business Intelligence, Quaderni di Management, Numero 18, 2005
 - Boregoin, C et.al “*Enhance Your Business Applications: Simple Integration of Advanced Data Mining Functions*” IBM International Technical Support Organization, December 2002 (Micol Trezza is listed among contributors and reviewers).
 - Di Girolamo, S.; Trezza, M. (2001) “*Differential Global Positioning System techniques to improve performance accuracy*”, Istituto Nazionale di Navigazione, Marzo 2001, n.162;
- Volunteer**
- Subject Matter Expert in Project Management for three PMI Global Congresses, in 2015 and 2016
 - Subject Matter Expert in the PMI Excellence Award for Continuous Education Program, 2016
 - Contribution to the development of the following standards with the role of Exposure draft reviewer:
 - PMI PMBOK sixth edition (2017)
 - PMI Standard for Portfolio Management fourth edition (2017)
 - PMI Standard for Business Analysis (2017)
 - PMI Guide to Business Analysis (2017)
 - PMI Standard for Organizational Project Management (2018)
 - PMI Practice Standard for Earned Value Management - Third Edition (2019)