

PERSONAL INFORMATION

Stefano Carvelli



WORK EXPERIENCE

from 01/11/2021 to present

Leonardo Helicopters, Cascina Costa di Samarate, Varese (Italia)

Aeronautical sector, helicopter design and production.

- Digital Business Analyst
- ERP/CRM Functional Analyst
- Support activities for the development and maintenance for Leonardo customer portal & store
- Digital solutions mapping and SLA definition for Customer Support & Training area

from 01/05/2020 to 31/10/2021

Leonardo Helicopters, Cascina Costa di Samarate, Varese (Italia)

Aeronautical sector, helicopter design and production.

- ERP/CRM Functional Analyst
- Configuration Management Specialist
- Support activities for the development and maintenance for Leonardo customer portal & store
- Support for the development of projects related to SAP modules
- Review and Implementation of process procedures in the Customer Support & Training area

from 01/01/2016 to 30/04/2020

Leonardo Helicopters, Cascina Costa di Samarate, Varese (Italia)

Aeronautical sector, helicopter design and production.

- ERP/CRM Functional Analyst
- SAP Application Specialist
- Support activities for the development and maintenance of the new Leonardo customer portal
- Support for the development of projects related to SAP modules
- Assessment processes for Customer Support area
- Review and Implementation of process procedures in the Customer Support & Training area
- Customer Support Specialist AW189

from 01/03/2015 to 31/12/2015

AgustaWestland, Cascina Costa di Samarate, Varese (Italia)

Aeronautical sector, helicopter design and production.

- SAP Application Specialist
- Support activities for the development and maintenance of the customer portal
- Support for the development of projects related to SAP modules
- Assessment processes for Customer Support area
- IT Support Specialist area Customer Support & Training
- Customer Support Specialist AW189

from 01/10/2009 to 28/02/2015

AgustaWestland, Lonate Pozzolo, Varese (Italia)

Aeronautical sector, helicopter design and production.

- SAP Application Specialist
- Customer Support Specialist AW109
- Assessment processes for Customer Support area
- Internal IT support for Customer Support area
- Tutor on the Job for new-employees

from 06/02/2006 to 30/09/2009

AgustaWestland, Somma Lombardo, Varese (Italia)

Aeronautical sector, helicopter design and production.

- Internal IT Support / Sap
- Management and administrative assistance for civilian, military and governmental entities
- Management and commercial assistance for civilian and military customers

from 03/06/2004 to 05/02/2006

AgustaWestland, Somma Lombardo, Varese (Italia)

Aeronautical sector, helicopter design and production.

- Editing SW Interactive Electronic Technical Publication

from 15/09/2003 to 31/05/2004

Metro Srl, Castellanza, Varese (Italia)

Large-scale distribution sector.

- IT Technician / Help Desk

from 01/12/2002 to 30/06/2003

Pc World snc, Saronno, Varese (Italia)

Local IT Company.

- IT laboratory technical manager
- IT consultant for companies / individuals
- System administrator / network admin (windows) for SMEs

from 15/03/2001 to 30/11/2002

Vobis srl, Legnano, Milano (Italia)

Local IT Company.

- Technical manager for computer lab
- IT consultant for companies / individuals
- System administrator (windows)

from 17/04/2000 to 31/12/2000

Infonet snc, Legnano, Milano (Italia)

Local IT Company.

- Computer Hw / Sw technician
- Webmaster
- Network technician (windows)

from 11/05/1997 to 28/02/2000

Infonet snc, Legnano, Milano (Italia)

Local IT Company.

- Computer Hw / Sw technician
- Webmaster
- Programmer web/java/access/c++ etc

EDUCATION AND TRAINING

1991-1996

Diploma of Computer Science

ITIS C. Facchinetti, Castellanza 41/60

PERSONAL SKILLS

Mother Tongue Italian

Other Languages	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	C1	B2	B2	C1
French	A1	A1	A1	A1	A1

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills

- Excellent listening skills gained through my IT experience in Leonardo.
- Straight Talking, a necessary capacity increased by the need to speak both with customers, colleagues and suppliers.
- Emotional control, improved due to the stress resistance acquired in several years of work in a competitive environment.

Organisational / managerial skills

- Time management, because time is the fuel of the work and cannot be wasted.
- Prioritizing, working on simultaneous projects is necessary to understand how to optimize your workflow, sometimes changing some priority.
- Multi-tasking, is strictly necessary push forward various activities at the same time.
- Flexibility/Adaptability, in a fast-paced world I'm ready to learn any change of rule and set up a new equilibrium in order to maintain performances.

Job-related skills

Analytical, Critical thinking, Creative thinking, Logical thinking, Problem Solving, Team work, Decision making, Negotiation.

Computer Skills

Operating systems from Dos to Windows 11, excellent knowledge. Management programs, SAP ERP, CRM, DMS, Dynamics 365, excellent knowledge. Network and protocols good knowledge. Linux/MacOs good knowledge. Office application package, Photoshop, excellent knowledge. Programming languages, C, C ++, Java, Cobol, Visual C, Visual Basic, Pascal, Z80, Machine language, HTML, XML, good knowledge.

Other Information

IGEAM training courses for first aid workers, intermediate level telelanguage English course, various SAP ECC and CRM specialized training courses. PoweBI and Project Management courses.

Driving licence

Driving license B.

Personal Data

I hereby authorize the use of my personal data in accordance to the GDPR 679/16 - "European regulation on the protection of personal data".

