

FRANCESCO CESCHEL

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Methodical and adaptable Senior Project Manager with over 7 years of experience in complex digital transformations. I define myself through a "paradigmatic approach": I believe that when the phenomenon changes, the strategy must evolve accordingly, balancing rigorous methodology with the pragmatism needed to overcome formalisms and achieve market goals. I view the company not as a "family," but as a professional ecosystem where healthy, respectful relationships and clear responsibilities are the foundation for collective growth and efficiency. Expert in bridging the gap between PhD-level research and executive business needs, I focus on creating healthy, high-performing environments where technology serves human well-being and organizational goals.

SKILLS

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| ▪ Strategic PM & Accounting | ▪ PMO Governance | ▪ Cross-functional Team Building |
| ▪ End-to-end Project Lifecycle | ▪ Cloud Infrastructure | ▪ Problem Solving |
| ▪ Account Management | ▪ SaaS/CMS Development | ▪ Strategic Communication |
| ▪ Pre-sales | ▪ E-commerce | ▪ Data-Driven Research |
| ▪ Requirements Engineering | ▪ EMR Systems | ▪ Product Management |
| ▪ Hybrid PM (Agile/Waterfall) | ▪ Stakeholder Management | ▪ Budget Oversight |
| ▪ Process Re-engineering | ▪ Negotiation & Diplomacy | ▪ Pragmatic, solution-oriented |
| ▪ ISO 9001 Standards | ▪ System Analysis & R&D | |
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PROFESSIONAL EXPERIENCE

Project Manager | Zucchetti Healthcare Srl, Padova, Italy **06/2023 – Present**

- **Strategic Program Leadership:** Orchestrating large-scale digital transformation programs for 60+ consolidated companies, focusing on the informatization of administrative and accounting infrastructures.
- **Cloud Infrastructure & Migration:** PM for the transition to AWS (Kubernetes/containerization), coordinating the construction of the future cloud environment for the entire customer base.
- **Process Optimization:** Collaborating with the PMO to refine ISO 9001 certified procedures, documentation, and standard practices to improve organizational efficiency.
- **Technical Governance:** Leading technical teams with a focus on business process re-engineering for complex healthcare contexts (Nursing Homes, Clinics, Hospice).

Project and Product Manager | Workup Srl, Bassano del Grappa, Italy **02/2021 – 05/2023**

- **Pre-sales & Functional Analysis:** Served as the primary interface for new business; conducted requirements gathering, created flowcharts, and drafted documents to define technical feasibility and commercial quotes.
- **Product Ownership:** Led the 8-month development of a new proprietary CMS (Laravel, VueJS, Tailwind) from conception to MVP and production for 3 major E-commerce platforms.

- **Digital Transformation (Internal):** Spearheaded the migration from Excel-based management to Jira, configuring customized portals for high-tier clients to streamline support and development.
- **Multidisciplinary Coordination:** Managed diverse teams including Developers, Designers, and Web Marketing specialists (SEO, Ads, Core Web Vitals), ensuring all digital levers worked in unison.

Project Manager | Eurostep Commerce Srl, Montebelluna, Italy

10/2019 – 02/2021

- **End-to-End Account Management:** Acted as the strategic point of contact (Account Manager) for large-scale clients, managing requests for new features and long-term platform evolution.
- **Hybrid Delivery:** Coordinated web developers and designers using a hybrid Agile approach to handle the intrinsic ambiguity of E-commerce customizations (Magento, Oracle CX).
- **Ticket & Service Quality:** Personally managed the ticket supply chain; verified technical resolutions directly with teams to ensure service level agreements and client satisfaction.

Consultant and Product Manager | CBA Informatica Srl, Rovereto, Italy

12/2018 – 10/2019

- **EMR Integration & Design:** Led the development of a digital platform integrated with complex Medical Record systems. Defined functional/technical specs and designed graphical interfaces.
- **Research-to-Product:** Translated PhD research into a commercial app to facilitate information sharing between nursing homes and caregivers.
- **Strategic Governance:** Managed administrative/financial oversight and reporting for publicly funded projects (Provincia Autonoma di Trento).

Post-Doc Researcher | CBA Informatica Srl, Rovereto, Italy

05/2018 – 11/2018

- **Data-Driven R&D:** Conducted over 10 focus groups and 20+ structured interviews; developed and administered questionnaires to over 100 users (healthcare personnel and caregivers).
- **Evidence-Based Authority:** Produced detailed budget reports and authored scientific publications, establishing authority in ICT and organizational dynamics.

Lecturer/Teaching assistant | University of Trento, Trento, Italy

05/2018 – 11/2018

- Taught "Participatory Design" and "Academic Writing". Supported the Master's program in "Technologies for Healthy and Active Aging".

Visiting Research Fellowship:

- Technical University Munich (TUM): Research on IT System Design (May 2017 – July 2017).
- Universidad de Costa Rica: UX research for the H2020 "Rise-DREAM" project (Aug 2016 – Dec 2016).

Trainee | European Parliament, Bruxelles, Belgium

09/2010 – 12/2010

- Assisted in administrative tasks, legislative research, and briefing preparation in the Brussels/Strasbourg offices.

EDUCATION

- PhD in Information Technology – University of Trento.
- Doctoral School of Innovation, Business and Innovation – EIT Digital Academy.
- Master's Degree in Sociology (Work, Organisation and Information Systems) – University of Trento.
- Erasmus Programme (Social Sciences) – Katholieke Universiteit Leuven.

- Bachelor's Degree in Communication Science – University of Trieste.
 - Mechanical Technician Diploma – ITIS Galileo Galilei, Conegliano.
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CERTIFICATIONS

- Project Management Professional® (PMP).
- PRINCE2® Foundation.
- Product Owner certificate.
- Scrum Master certificate.
- Linux Commands & Shell Scripting (Coursera - IBM).
- Git and GitHub Essentials (Coursera - IBM).
- Python for Data Science and AI (Coursera - IBM).
- Python Project for AI and Application Development (Coursera - IBM).
- Developing Applications with SQL, Databases, and Django (Coursera - IBM).
- Accounting Foundations (Udemy).
- Social Media Marketing (Udemy).

TOOLS AND TECHNOLOGIES

- Jira, Confluence, MS Project.
- Magento, Microsoft 365, CX Commerce, Power BI.

LANGUAGES

Italian: Native | English: Full Professional | Spanish: Beginner.

HOBBIES

- Music: Accomplished singer (6 years of training; 3rd place "Vocivere" competition) and self-taught guitarist.
- Interests: DIY (home maintenance, tiling, electrical work), Gardening, and Cinema (MCU/Action).