ALESSANDRO FRANCIA C.V.

PERSONAL

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🎮🎲 Hey there, I'm Alessandro, and my world revolves around the thrilling realm of gaming. As the Head of Service Delivery, I'm deeply involved in enhancing player experiences and driving operational excellence within the gaming and gambling industry.

🏢 With a dynamic blend of strategic leadership and a passion for delivering exceptional services, I've taken the reins in steering my team toward success. Together, we're all about ensuring that every player interaction is seamless, captivating, and unforgettable.

💡 Beyond the office, you'll find me playing with a 3D printer or a laser-cut in my studio, if you can't find me there, I'm probably taking a short break for family time 👨‍👩‍👧‍👦

EDUCATION & QUALIFICATIONS

University of Greenwich, Master's degree, Computer Science   London, UK - Sept 2020

CAREER HISTORY:

IGT – Head of Delivery   **Rome, Italy**
                                                                                                                  Jan 2021 - Present

I've built a team from the ground up by recruiting and hiring individuals. This team of experts delivers high-quality services, implementing best practices and fostering professional growth. Serving as a vital client interface, I've aligned our services with client needs, driving the unit's industry success through strategic resource management and project oversight.

IGT – Lead Integration Manager   **London, UK**
                                                                                                                  Sept 2017 – Dec 2020

I specialize in aligning diverse software systems to optimize operations and data accuracy. With a strategic approach, I identify integration opportunities, select the right tools, and ensure seamless communication between applications. My expertise enhances productivity and technological cohesion within organizations. I specialize in aligning diverse software systems to optimize operations and data accuracy. With a strategic approach, I identify integration opportunities, select the right tools, and ensure seamless communication between applications. My expertise enhances productivity and technological cohesion within organizations.

IGT – Lead Developer   **London, UK**
                                                                                                                  Jan 2017 – Sept 2017

Lead Developer of an outsourced team (27 people). Responsible for delivering high-quality gaming portals built in Angular 1.x in a short interval of time, according to the law regimentation and customer's requirement.

IGT – Sr Full Stack Developer   **Rome, Italy**
                                                                                                                  Jan 2016 – Dec 2016

Solely responsible for the development of the Custom-Bar, a React Application Integrated on the top of each IGT game, to show real-time data, enable custom communication with customers and handle errors. The backend has been developed in node.js using Socket.io fetching data from different soap IGT component.

IGT – Full Stack Developer   **Rome, Italy**
                                                                                                                  Mar 2013 – Dec 2015

Part of an eleven-person team developing an international application for online gaming administration. The dashboard provides access to user management, wallet and game bonuses.