

## PERSONAL INFORMATION

Stefano Carvelli


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Sex M | Date of birth 06/09/1976 | Nationality Italy

## 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 telelangue 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".

