Alessandro Francia

Technical Project Manager | End-to-End Feature & Release Ownership | Integrations & Delivery

+39 389 5284071
alessandro.francia@gmail.com
afrancia
Rome, Italy
Work Authorization: EU & UK

Summary

Technical delivery leader with **13+ years** across **regulated, high-availability iGaming/lottery platforms** (IGT) and complex transformation programmes (Accenture). Owned **end-to-end delivery** from **backlog** → **release** across multi-team portfolios (**EUR 20M+**) with **99.9% availability** expectations. Strong execution bridge between **engineering, QA, operations/SRE, security, and business**, combining delivery leadership with hands-on technical literacy (**API contracts, OpenAPI/Swagger, Postman, SQL/JSON troubleshooting**). Led multi-vendor and multi-market integrations, release readiness, incident/problem governance, and continuous improvement through post-mortems and operational discipline. Remote-first operator with clear written communication and decision-driven stakeholder reporting.

Core Skills

Delivery & Execution	End-to-end feature delivery, SDLC ownership, Agile (Scrum/Kanban), backlog refinement, sprint planning, release management, release readiness/go-no-go, dependency management, RAID/risk management, stakeholder reporting, post-mortems & continuous improvement
Technical Literacy	API integrations, OpenAPI/Swagger, Postman, SQL (PostgreSQL/Oracle), JSON payload analysis, distributed systems fundamentals, high availability, change/release governance
Integrations & Vendors	Third-party/vendor coordination, client onboarding workshops, integration planning & cutovers, acceptance criteria, data flow validation, SLA alignment
Operational Excellence	Incident/problem governance, reliability improvement initiatives, monitoring/alerting practices, runbooks/documentation standardization, KPI/SLA tracking
Tooling	Python, Bash (automation), documentation and reporting workflows

Experience

Mar 2024 – Present **Enterprise Architecture Manager (Delivery Governance & Execution in Regulated Programmes)**, *Accenture*, Rome, Italy

- Owned delivery execution and governance across transformation initiatives (**EUR 5M+**) with architecture/security constraints; drove **scope clarity, dependency tracking, and release readiness** to keep delivery predictable.
- Translated business priorities into **executable backlogs** and milestone plans; facilitated decision forums to resolve trade-offs (time/scope/risk) and unblock teams.
- Established operating cadence for **risk/issue visibility**, stakeholder communication, and release planning; reported progress in outcome terms (what shipped, what's next, what's blocked, decisions required).
- Improved delivery efficiency by ~**30%** through tighter release planning, dependency management, and clearer stakeholder protocols (impact to be discussed with measurement context).

Jan 2021 – Mar 2024 **Head of Delivery (Lottery & Gaming Platforms) — Regulated High-Availability Portfolio**, *IGT*, Rome, Italy

- Accountable for **end-to-end delivery** across a multichannel iGaming/lottery platform portfolio (**EUR 20M+ / year**) with strict operational expectations and **99.9% availability**.
- Ran delivery across parallel streams: **roadmap execution, dependency management, release/change governance**, and escalation paths to protect timelines and production stability.
- Led cross-functional teams (up to **22 squads/streams** across engineering, QA, operations, and vendors); enforced delivery discipline via **release readiness gates, acceptance criteria**, and structured cutover planning.
- Owned **RAID governance** and executive stakeholder reporting: converted risk into actions (owners, dates, residual risk) and ensured decisions were documented and enforced.
- Reduced execution friction by standardizing **documentation and delivery workflows**, improving operational consistency and accelerating onboarding/knowledge transfer.

Sep 2017 – Dec 2020 **Lead Integration Engineering Manager — International Integrations & Operational Reliability**, *IGT*, London, United Kingdom

- Led **third-party and multi-market integrations** for high-concurrency distributed platforms; converted requirements into **deployment-ready integration plans**, acceptance criteria, and cutover/runbook steps.
- Ran technical onboarding workshops with clients/partners; aligned stakeholders on integration scope, data flows, responsibilities, and rollout approach.
- Hands-on in production issue resolution using **SQL + JSON payload analysis**; validated API behaviour via **OpenAPI/Swagger** and **Postman** to accelerate triage and reduce time-to-recovery.
- Standardized monitoring/QA practices and reliability routines (problem management cadence, recurring defect patterns, operational checks), improving reliability by ~**40%** and reducing production incidents by ~**35%** (where measurable and explainable).

Mar 2013 – Dec 2016 **Full Stack Developer** → **Senior Developer**, *IGT*, London & Rome

- Built and maintained components of **mission-critical transactional platforms**; contributed to design, production support, and operational stability in high-availability environments.
- Partnered with delivery/ops teams on incident fixes and release support, developing practical understanding of production constraints and release quality.

Education

2018 – 2020 **MSc Computer Science**, *University of Greenwich*, London, United Kingdom, Distinction (equiv. 110/110 cum laude)
Focus: Distributed Systems, Cloud Computing, Complexity Management.

Languages

Italian	Native
English	C1 (Professional; lived/worked in the UK 5+ years)
Spanish	B2

I hereby authorize the processing of my personal data in accordance with Regulation (EU) 2016/679 (GDPR).