



First name/ Surname

Marco Terrizzano

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Nationality

Italian

AREAS OF EXPERTISE**Operational & Tech. Systems Support - Call & contact-centre (Prj. Management/ADMIN & design)****WORK EXPERIENCE****2006 - 2008**

Employer

ELGICARE Scsrl - Via Greto di Cornigliano 6R/41A, 16152 Genoa - ITALY

Position held

Tech. & Systems manager, CTO, Co-founder

Responsibilities

Systems & project management focused on:

- *Systems & networking (LAN/WAN, intranet, internet, PBX Phone System);*
- *database & data management (reporting, monitoring, security, admin);*
- *client/server performances (operative workstations & servers admin);*
- *Software & Firmware design (guidelines, performances);*
- *negotiations with customers, suppliers, network operators and internet providers;*
- *backup & store procedures.*

Business or sector

The company core business is to provide technical consulting support services focused on technical management & project design especially in 24h/365days inbound/outbound call-centre environment and in e-health international scenario.

1999 - 2006

Employer

ITMS TELEMEDICINA ITALIA Srl - Via Liri 8A, 16145 Genoa - ITALY

Position held

Call centre manager & Systems administrator (*Hi-level telemedicine call-centre*)

Responsibilities

Provide management support on:

- *overall direction and motivation to call-centre team;*
- *insuring that call-centre team are adequately trained;*
- *establish and monitor call-centre metrics & quality procedures;*
- *negotiations with customers, suppliers, network operators and internet providers.*

Provide technical support on:

- *Systems & networking (LAN/WAN, intranet, internet, PBX Phone System);*
- *database & data management (reporting, monitoring, security, admin);*
- *client/server performances (call-centre operative WS & servers admin);*
- *Software & Firmware design (guidelines, performances);*
- *backup & store procedures;*
- *medical devices tech performance.*

Enhance ICT technology to improve and evaluate operational effectiveness and customer satisfaction (5000+ General Practitioner connected to the call-centre service 24h/365days, IN/OUTbound).

Project design, development, start-up of new call-centers and new call-centre services into private and public health projects and into national and international scenario from inception through to completion on site:

- 1999-2000 Contact-centre Genoa-Italy, infrastructures, procedures and medical devices technical requirements (hardware and firmware guidelines)*
- 2001 Call-centre ITMS Brazil Uberlandia, support, start-up;*
- 2003 San Martino Public Hospital, Genoa-Italy Telestroke: 1st project in treatment and management of neurological stroke with telemedicine;*
- 2004-2006 San Martino Public Hospital, Genoa-Italy "ICT - Teleemergenza": Call-centre of primary care (national public emergency number) in collaboration with Telecom Italia Spa.*

Business or sector

The company core business is to perform a 24h/365days call-centre inbound/outbound

for very specialized medical services and to start-up new call-centers, for e-health sector and for Cardiologic and Pneumologic pharmaceutical projects.

Company call-centre key numbers:

- *service 24h-365d Inbound/Outbound;*
- *5000+ customers GPs;*
- *35 MDs cardiologist in staff;*
- *15 MDs pneumologist in staff;*
- *10 Technical operators in staff;*
- *3 Technical engineer in staff;*
- *15000+ Patients stored in database;*
- *150000+ ECG medical reports stored in database;*
- *10000+ spirometric curves medical reports stored in database.*

1998 - 1999

Employer ORSI AUTOMAZIONE SpA (today SIEMENS ITALIA SpA) C.so Europa 799, 16148 Genoa - IT
 Position held **Junior Product Engineer**
 Responsibilities Technical staff junior engineer: blast furnace blow-in procedure and Start-up SW developing for control and automation systems - 1999 - ALTOFORNO ACCIAIERIE LUCCHINI - AFO 4, Piombino IT
 Business or sector Metallurgy sector, provide control and automation systems, intended for the railway infrastructure in the transport sector steel products.

1995 - 1998

Employer DIBE (Biophysical and Electronic Engineering Department - University of Genoa IT - <http://www.dibe.unige.it>)
 Position held **Assistant, Consultant**
 Responsibilities System administrator, SW developer (software educational, WEB site, e-learning)
 RELEVANT PROJECTS:
 ALI (Ariadne Learner Interface development) <http://www.ariadne-eu.org>;
 TES.E.O.: <http://www.ingegneria.unige.it/teseo.asp>;
 In musica (multimedia CD-ROM project to promote and to support music education)
 Business or sector Educational, Research.

EDUCATION

1998

Qualification awarded 3rd level "laurea" masters degree (5 yrs) in Electronics Engineering with publishing academic honour.
 Dissertation: The MVD (Mean Variance Difference) innovative motion estimation approach: features, vantages and penalties (MPEG4, MP3 signal compression).
 Get in addition the License to practice engineering (mandatory public examination to practice the profession in Italy).
 Subjects/skills covered Electronic, IT, Telecommunications, Biomedical engineering
 Organisation providing University of Genoa - Faculty of Electronic Engineering - ITALY

PERSONAL SKILLS

Languages

Self-assessment comply with Common European Framework of Reference (CEF) level

Italian (*mother tongue*)

English

French

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user
B2	Independent user	C1	Proficient user	C1	Proficient user	B2	Independent user	B1	Independent user
B1	Independent user	C1	Proficient user	A2	Basic user	A2	Basic user	A2	Basic user

Technical skills

DOS, Windows (3.xx, 9x, Me, 2k, XP, 2003, Vista) client and server (installing, configuring, managing also in high availability/clustering, optimizing, securing, hardening) Active Directory environment services configuring and managing
 Linux and open sources environments (Xwindows, shell scripting, administration)

	<p>Networking LAN configuration HW/SW; protocols TCP/IP, NETBEUI, IPX/SPX; structured wiring, connection standards; ICT security (ROUTER, FIREWALL, SWITCH, HUB); Wi-Fi; WAN (wired, wireless, GSM/GPRS/UMTS); VoIP; GPS systems, UPS units;</p> <p>ORACLE, MS SQL Server (relational databases)</p> <p>wired and wireless phone systems for call-centre applications</p> <p>Matra NORTEL PBX management admin (+IVR, +ACD procedures, +staff shift plan, etc.)</p> <p>SW / HW biomedical (both diagnostic and monitoring devices - cardio/pneumo)</p> <p>Experience in backup and restore of data</p>
Computer skills	<p>OPERATING SYSTEMS</p> <p>DOS, WIN, Unix, linux, MacOS</p> <p>SOFTWARE APPLICATIONS</p> <p>Common MS & opensource Office Automation Suites, MS Access, MS Project, MS Visio</p> <p>VPN SW suites, Sniffer PRO, Security and utility family suites (Symantec, McAfee, etc) , Adobe family suites</p>
Other skills and competences	<p>e-Health & biomedical systems, pharmaceutical, telemedicine, call-centre management</p> <p>UNI EN ISO 9000 - Vision 2000 Quality System</p> <p>PROGRAMMING LANGUAGES (knowledge, no developing skills)</p> <p>C, C++, Basic, Pascal, SQL, HTML (CGI Script), XML</p> <p>CUBE (SIEMENS Industrial automation SW)</p> <p>D.I.S.P. (ESP sw for Dept. of Security & Prevention for locals health authority - also knows as ASL or AUSL)</p>
Driving licence	Full clean driving license B
ADDITIONAL INFORMATION	<p>COURSES</p> <p><i>2002 English Course: ENGLISH INTERMEDIATE/ADVANCED LANGUAGE UPGRADE - II EDITION - UNIVERSITAS GENUENSIS - Regione Liguria Provincia di Genova, IT</i></p> <p><i>2002 Networking Course: FIREWALLING BASIC ON WATCHGUARD FIREBOX , NOICOM SpA, Turin IT</i></p> <p>RELEVANT PUBLICATIONS</p> <p><i>"MULTIMEDIA WEB-BASED COURSEWARE ON MICROELECTRONICS", in Proceedings of 1998" 2nd European Workshop on Microelectronics Education (EWME '98)", Noordwijkerhout (Leeuwenhorst Congress Centrum), The Netherlands, 14-15 May 1998 (Presented by myself)</i></p> <p>G. Molinari, A. Valbusa, M. Terrizzano, M. Bazzano, L. Torelli, N. Girardi, A. Barsotti. <i>"Nine-years experience of telecardiology in primary care. Journal of telemedicine and telecare 2004"</i></p>