

MICHELE DI PAOLA

Senior Software Engineer | Software Architect | Technical Consultant

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PROFESSIONAL SUMMARY

Senior Software Engineer with over 40 years of experience across Retail, Integrated Logistics, Utilities and Web Applications.

Career progression spans Honeywell enterprise systems, client/server architectures, web platforms and AI-assisted development.

Expertise includes functional analysis, software architecture, full-stack development, enterprise databases, deployment, troubleshooting, defect resolution and direct customer relationship.

I use Artificial Intelligence to accelerate analysis and development while retaining full control over architecture, design decisions and code quality.

KEY ACHIEVEMENTS

- 40+ years of enterprise software development and direct technical consulting.
- 30+ years of Microsoft SQL Server experience, beginning with Sybase SQL Server.
- 20+ years of Oracle Database experience.
- Engineered TRIM-UP, an integrated Retail ERP operating continuously in production since 2000.
- Completed 20 store software installations for the Swatch retail network across more than 20 Italian cities during 1991–1992.
- Since 2015, created and evolved proprietary Enterprise, Web and Mobile software platforms across the complete software lifecycle.

TECHNOLOGY EVOLUTION

Technology	Experience
COBOL — Honeywell → RM/COBOL → COBOL for Windows → Micro Focus COBOL	40+ years
BASIC → Visual Basic → VBA → .NET	35+ years
Microsoft SQL Server — from Sybase SQL Server	30+ years
ASP Classic	26+ years
Oracle Database	20+ years
Java — maintenance, troubleshooting and bug fixing	10+ years
PHP — web application development	10+ years

PROFESSIONAL EXPERIENCE

Senior Software Engineer — Utilia S.p.A.

2011 – Present

15+ years of enterprise software engineering for Utilities platforms across four service domains: gas, electricity, water and district heating.

Technologies: Micro Focus COBOL, Oracle Database, Microsoft SQL Server, PHP, ASP Classic, Java, VBA and .NET.

Tasks and metrics:

- Managed 1,933 assigned support and development tickets from February 2011 through August 2026 across 34 client organizations, closing or resolving 1,910 cases. (Rating 98,81%)
- Analyze customer-specific requirements and develop maintainable customizations for individual Utilities clients.
- Train customer teams in the effective use of the management system and provide third-level technical support across four Utilities service domains.
- Closed or resolved 943 software defects and blocking anomalies and handled 1,616 urgent or high-priority tickets, supporting production stability and operational continuity. (Rating 100%)

Senior Software Consultant — Utilia S.p.A.**2006 – 2011**

Developed deep Utilities domain expertise over five years by analyzing Utilia's enterprise software and supporting implementations at customer sites.

Technologies: COBOL, Oracle Database, Microsoft SQL Server.

- Translated operational requirements into functional and technical solutions for gas, electricity, water and district-heating processes.
- Executed functional analysis, testing, deployment, system start-ups, software evolution and defect resolution for Utilities applications.
- Delivered a six-month on-site migration from a client's legacy management system to Utilia's enterprise platform, managing data conversion, validation, reconciliation and operational go-live support.

Senior Software Consultant — Define s.r.l.**1996 – 2006**

Ten years of software engineering for warehouse operations, logistics processes and mobile data collection.

Technologies: COBOL, Visual Basic, Sybase/Microsoft SQL Server, SAP Business One, Windows Server and RF terminals.

Tasks and metrics:

- Built Warehouse Management and RF systems, including batch and mobile-terminal software, 3D warehouse mapping, location management and goods-flow control.
- Performed on-site analysis and provided direct and remote technical support throughout Italy, resolving software and operational issues in customer environments.
- Led development activities and trained programmers in project standards and implementation practices during the 10-year Integrated Logistics engagement.

Analyst Programmer & Technical Consultant — NCS S.r.l.**1987 – 1996**

Nine years of enterprise software development, deployment and support for Retail management and point-of-sale environments.

Technologies: COBOL, BASIC, Visual Basic, DOS, Windows, RS-232/RS-422, barcode systems, MSI Datawand, modem communications and POS integration.

Tasks and metrics:

- Completed 20 Swatch store software installations across more than 20 Italian cities during 1991–1992, covering commissioning, user training and on-site support.
- Connected ERP software with POS cash registers, modem-based daily sales transmission, RS-422 checkout barriers and keyboard-emulation barcode devices.
- Built inventory and data-transfer solutions using MSI Datawand devices, RS-232 cradles and Telxon batch terminals programmed in COBOL-TCAL.
- Deployed hardware, DOS/Windows systems and Microsoft networks while providing emergency support for PCs, POS equipment and printers.

COBOL Programmer — New EDP s.r.l.**1986 – 1987**

Software development and maintenance on Honeywell DPS4 enterprise systems.

Technologies: Honeywell COBOL, Honeywell DPS4, RPG III and print-management systems.

Tasks and metrics:

- Migrated print-management applications from RPG III to Honeywell COBOL.
- Maintained insurance software for Toro Assicurazioni and created warehouse-management and accounting applications.

SOFTWARE PRODUCTS

TRIM-UP — Integrated ERP Management System for Retail

- Founder, Software Architect and Lead Developer of TRIM-UP, an integrated Retail ERP in continuous production since 2000.
- Architected a Visual Basic and Microsoft SQL Server solution covering purchasing, sales, inventory, invoicing, reporting, business analytics, multi-user client/server operations and remote web access.

BookYourEvent

- Founded and architected a worldwide web and Android platform for managing bookings and business appointment schedules.

MKAY.IT

- Designed, built and continue to evolve the MKAY.IT personal web platform.
- Implemented management dashboards, business analytics, interactive reports, Spotify statistics, campaign management, 3D visualizations, internationalization, responsive design.
- AI-assisted prototyping.

DATABASES & TECHNICAL ENVIRONMENTS

Databases:

- Microsoft SQL Server - Oracle Database - DB2 for IBM - PostgreSQL - MySQL - Microsoft Access

Tools:

- Visual Studio - Micro Focus COBOL - SAP Business One SDK - Eclipse - Talend Open Studio – SoapUI
- TortoiseSVN - Windows Server - Microsoft Office

EDUCATION

- High School — I.I.S.S. Fabio Besta Milano - Milan, Italy - 1984
- Diploma in Accounting

CERTIFICATIONS & TRAINING

- Programmer Qualification — C.I.D.E., Milan - 1986
- Sybase Database Administrator - 1996
- SAP R/3 Report Writer - 1997
- SAP Business One — courses TB1100–TB1300 - 2003
- Professional training: Project Management, Cyber Security, Information Security, Privacy & GDPR, Workplace Health & Safety and mandatory corporate compliance.

LANGUAGES

- Italian — Native
- English — Professional technical reading and documentation

ADDITIONAL INFORMATION

- Military service completed - 1984–1985