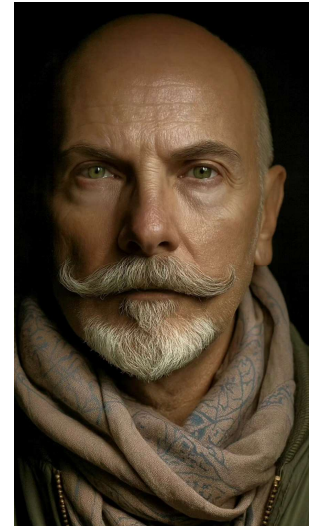


MICHELE DI PAOLA

Senior Software Engineer | Software Architect |
Technical Consultant

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EXECUTIVE PROFILE

Senior Software Engineer with more than 40 years of experience across Retail, Integrated Logistics, Utilities and Web Applications. My career spans Honeywell enterprise systems, client/server architectures, modern web platforms and AI-assisted development. I combine functional analysis, software architecture, full-stack development, enterprise databases, deployment, troubleshooting and direct customer engagement, using Artificial Intelligence to accelerate analysis and development while retaining full control over architecture, design decisions and code quality.

HIGHLIGHTS

- 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.
- 1,933 assigned support and development tickets managed since 2011.
- 1,910 cases closed or resolved across 34 client organizations.
- 943 software defects and blocking anomalies closed or resolved.
- 1,616 urgent or high-priority tickets handled.
- Six-month on-site legacy-system migration delivered.
- 20 Swatch store installations across more than 20 Italian cities.
- Proprietary Retail ERP in continuous production since 2000.

DISTINCTIVE EXPERTISE

Software Architecture | Enterprise Software Development | Functional Analysis | Software Design | Database Design | Technical Consulting | Customer Relationship | Production Support | Defect Resolution | AI-Assisted Software Development

PROFESSIONAL EXPERIENCE

2011 – Present Utilia S.p.A. | Senior Software Engineer

Enterprise software engineering for Utilities platforms across gas, electricity, water and district heating. Managed 1,933 assigned support and development tickets across 34 client organizations, closing or resolving 1,910 cases. Closed or resolved 943 software defects and blocking anomalies and handled 1,616 urgent or high-priority tickets, supporting production stability and operational continuity.

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

2006 – 2011 Utilia S.p.A. | Senior Software Consultant

Developed deep Utilities domain expertise through enterprise software analysis, customer-site implementations and direct exposure to operational processes. Delivered a six-month on-site migration from a client's legacy management system to Utilia's platform, managing data conversion, validation, reconciliation and go-live support.

Technologies: COBOL, Oracle Database, Microsoft SQL Server.

1996 – 2006 Define s.r.l. | Senior Software Consultant — Integrated Logistics

Designed and developed Warehouse Management and RF systems, including batch and mobile-terminal software, 3D warehouse mapping, location management and goods-flow control. Provided on-site and remote support throughout Italy, led development activities and trained programmers in project standards and implementation practices.

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

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

Delivered enterprise Retail and POS solutions, including 20 Swatch store software installations across more than 20 Italian cities during 1991–1992. Integrated ERP software with POS registers, modem-based sales transmission, RS-422 checkout barriers, barcode devices, MSI Datawand and Telxon batch terminals, with user training and on-site support.

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

1986 – 1987 New EDP s.r.l. | COBOL Programmer

Developed and maintained software on Honeywell DPS4 systems, migrated print-management applications from RPG III to Honeywell COBOL, maintained insurance software for Toro Assicurazioni and created warehouse-management and accounting applications.

Technologies: Honeywell COBOL, Honeywell DPS4, RPG III, Print Management Systems.

SOFTWARE PLATFORMS AND PRODUCTS

TRIM-UP — Integrated Retail ERP founded, architected and developed in Visual Basic and Microsoft SQL Server. Covers purchasing, sales, inventory, invoicing, reporting, business analytics, multi-user client/server operations and remote web access. In continuous production since 2000.

BookYourEvent — Worldwide web and Android platform for managing bookings and business appointment schedules.

MKAY.IT — Personal web platform designed, built and continuously evolved, featuring management dashboards, business analytics, interactive reports, Spotify statistics, campaign management, 3D visualizations, internationalization, responsive design and AI-assisted prototyping.

TECHNICAL ECOSYSTEM

Databases: Microsoft SQL Server | Oracle Database | DB2 for IBM i | PostgreSQL | MySQL | Microsoft Access

Environments and tools: Visual Studio | Micro Focus COBOL | SAP Business One SDK | Eclipse | Talend Open Studio | SoapUI | TortoiseSVN | Windows Server | Microsoft Office

EDUCATION, CERTIFICATIONS AND LANGUAGES

- High School Diploma in Accounting — I.I.S.S. Fabio Besta Milano, Milan | 1984.
- 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.
- Military service completed | 1984–1985.

PROFESSIONAL PHILOSOPHY

Forty years of software evolution. Still curious. Still designing. Still developing.

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