

# Andrea Mizzoni

## ABOUT ME

I'm Andrea, 44 years old, living in Florence. I'm a computer engineer with a master's degree in Artificial Intelligence (summa cum laude, La Sapienza, University of Rome).

I'm looking for an ambitious professional environment where people's value is central. I want to keep intact the enthusiasm with which I look to the future.

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## HOW I WORK

Building platforms that developers adopt and use daily. Over 12 years in Platform Engineering and Developer Experience, I've learned that technology alone doesn't create value - successful adoption does.

My approach focuses on reducing friction and increasing flow. When introducing new tools, what matters is whether developers embrace them and become more effective. When redesigning workflows, success means teams ship faster without burning out. When integrating AI, the goal is augmenting capabilities, not creating isolated experiments.

This philosophy has guided platform transformations across complex environments where hardware and software integration matter, serving organizations that demand continuous reliability.

I've learned that small constant improvements deliver more than big-bang changes.

## AEP TICKETING SOLUTIONS (FLORENCE) - PLATFORM ENGINEERING LEADER | 2019 - PRESENT

Leading platform engineering and AI transformation for Public Transport solutions across Europe, reporting directly to strategic leadership (Director of Operations, later R&D Manager).

Over seven years, defined and executed strategic architecture decisions that shaped company technology direction: hybrid cloud migration, AI integration philosophy, mobile platform product strategy, and self-service platform model. The unique challenge: enabling developer productivity where hardware and software integration is critical, and continuous reliability is non-negotiable.

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## PLATFORM ENGINEERING & DEVELOPER EXPERIENCE

Deployment automation platform enables self-service provisioning across **100+ services and applications** covering **90% of product suite**. Impact: deployment time reduced **from months to hours**. Customers deploy and update independently without engineering intervention - transforming manual, error-prone process into reliable capability that scales.

Hybrid cloud infrastructure platform combining on-premises Tier 4 data center with public cloud, providing developers with provisioning, deployment automation, and monitoring capabilities. The platform abstracts underlying complexity - developers provision environments, deploy code, access observability **without platform team tickets**.

Redefined mobile strategy: shifted from custom application development to platform and SDK provision, enabling system integrator partners to build tailored mobile solutions (iOS and Android) on AEP platform foundations. This architectural decision elevated mobile to equal status with hardware and software while allowing AEP to concentrate on core platform capabilities. Established SDK distribution model, versioning governance, and integration standards across partner ecosystem.

This platform approach enabled a **50+ person engineering organization** to maintain velocity while scaling across integrated hardware and software, and mobile releases.

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## AI INTEGRATION & INNOVATION

Integrating artificial intelligence into daily workflows - not as isolated experiments but as capability amplification embedded in tools and processes.

**AI system for automated Public Transport fare validation:** Vision Language Models extract data from heterogeneous documents; large language models determine eligibility. Result: **80% reduction in processing time**, fraud detection through multi-document consistency verification, **100% digital citizen experience** eliminating physical queues.

**AI diagnostic system for development pipelines:** Automatic error analysis using large language models and retrieval-augmented generation. Impact: reduced troubleshooting time through pattern recognition and contextual resolution suggestions, improved operational efficiency.

**AI-augmented development tools:** Advanced AI coding assistants deployed to developer workstations. Adoption achieved through demonstration of value - developers use tools because they solve real problems, not because they're mandated.

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## CULTURE & METHODOLOGY

Building DevOps and AI culture in an environment of both curiosity and skepticism. Agile and Scrum execution with transparency through shared knowledge and continuous improvement over perfection.

Reporting directly to strategic leadership, my work has been guided by Kaizen and Pareto principles from day one: identify high-impact areas, optimize workflows and communication between people, avoid extreme technicality.

**Greater efficiency comes from focused, small constant improvements** rather than big-bang transformations.

Managing **cross-functional team of 10-15 engineers** across DevOps, AI, and platform domains, with **budget responsibility** for cloud services, tooling, and capability development.

## PREVIOUS EXPERIENCE

LUISAVIAROMA (FLORENCE) - DEVOPS ARCHITECT | 2013/2019

Led DevOps transformation for international luxury fashion e-commerce, evolving from senior developer to DevOps architect role within a **15-person development team**.

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## PLATFORM & DEVELOPER EXPERIENCE

Transformed organization from manual deployment to modern DevOps practices. Built end-to-end CI/CD pipelines enabling automated testing, deployment, configuration management, and release monitoring for high-traffic international platform operating **24/7**. Result: **40% reduction in time-to-market**, increased release quality.

Developer productivity tooling: introduced code quality automation and refactoring tools, establishing quality gates that reduced technical debt while maintaining development velocity.

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## ENTERPRISE PLATFORM INTEGRATION

Optimized Microsoft Dynamics CRM for global Customer Service operations: **10-language support**, complex high-volume case management, workflow automation. Enabled international customer service team to handle diverse, challenging scenarios across multiple markets.

Led Business Intelligence platform consolidation, simplifying tooling landscape and enabling data-driven decision making across departments. Provided management with strategic decision support tools.

## CULTURE & TRANSFORMATION

Creating a DevOps culture required not only technical skills but also the ability to foster constant collaboration between developers and system administrators. **I observed how synergy between people leads to higher-value solutions and reduced release times.**

Similarly, I understood that in managing a team it's impossible to separate technical aspects from human ones: **every professional is first and foremost a person**, and to achieve real improvements it's not enough to rationalize processes and flows.

### CDC POINT S.P.A. (PISA) – SENIOR DEVELOPER | 2009/2012

I coordinated a team of internal programmers and several external software consulting providers. I participated in **Microsoft Corporation's Technical Adoption Program** for the Commerce Server product with SharePoint frontend, collaborating with the US team on defining project guidelines for Computer Discount's e-commerce site.

### ALTITUDO (TREVISO) - CONSULTANT | 2007/2009

I performed senior consulting activities at major companies including CDC Point S.p.A. (Pisa), Generali Assicurazioni S.p.A. (Rome), Tele Sistemi Ferroviari S.p.A. (Rome), and Monte dei Paschi di Siena S.p.A. (Florence).

## LANGUAGES

ITALIAN: NATIVE

ENGLISH: ADVANCED (C1 COMPREHENSION, B2 SPEAKING AND WRITING)

## NOTABLE ACHIEVEMENTS

### MICROSOFT ITALY "ON MY WAY"

I was the Italian testimonial for **Microsoft Corporation's "On My Way"** advertising campaign, participating in the Students2Business project to promote excellent university paths that facilitate entry into the workforce.

### MICROSOFT ITALY "REWARDING EXCELLENCE"

As winner of the **Partners in Learning program**, I participated in the press conference with the **Minister of Education** and Microsoft Corporation's Vice President, illustrating my experience promoting technical-scientific education and the connection between university and the workplace.

### ITALIAN OPERATIONS RESEARCH ASSOCIATION

Presentation at the **AIRO2005 National Congress** of the scientific paper: "**Neural Networks and Kernel-based methods for detection of network intrusion**" with De Carlo, Muzi, Rinaldi, Risi, Sciandone.

AIRO2005 – Camerino (MC)

### NATIONAL RESEARCH COUNCIL

I carried out a professional assignment at the Institute for Systems Analysis and Computer Science (**IASI-CNR**) in Rome, designing and implementing the database of a **neural network** for classifying connections and detecting computer attack attempts.

## TECHNICAL EXPERTISE

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### PLATFORM ENGINEERING & CLOUD

Hybrid cloud architecture (Microsoft Azure + Tier 4 data centers), Infrastructure as Code, CI/CD automation (Azure DevOps, TeamCity), deployment pipelines, containerization, self-service platforms, observability.

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### DEVELOPER EXPERIENCE

Developer productivity optimization, cognitive load reduction, tooling strategy, quality automation, build and release orchestration.

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### AI & MACHINE LEARNING

Large Language Model integration, Vision Language Model processing, prompt engineering, retrieval-augmented generation, AI governance.

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### ENTERPRISE SYSTEMS

Microsoft Dynamics CRM, Business Intelligence, messaging architectures, data integration pipelines.

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### LEADERSHIP & METHODOLOGY

DevOps culture transformation, Agile/Scrum, Platform Engineering principles, architecture governance, cross-functional team leadership.