



Fabio Sattolo

SUMMARY

- More than 8 years of experience on new technologies identification, adoption and development in BPO sector and in Customer Management processes, leading transformation initiatives to support innovative business models.
- More than 10 years of consultancy experience in ICT project and services, with particular focus on business application environment and landscape, supporting companies in adopting new technologies and changing business model.
- Primary role in merge and acquisition process, supporting company in integrating organization, processes and systems in a multi-country and multi-cultural environment.
- Accustomed to working on large and complex organization within multicultural and geographically distributed organizations.
- Excellent in managing and developing organization and new technologies to support and drive business transformation and growth.
- Deep experience in customer operations management and optimization processes.

WORK EXPERIENCE

2019 – Today Covisian Group, Turin – Chief Technology Officer

Covisian is among the leader in BPO market, working with 22k employees in 20 different sites, generates 330M€ of revenue in 6 countries (Europe and LATAM).

As CTO, my role is to drive the group strategy on new technological solutions identification and adoption, supporting business model evolution and company transformation.

Considering the strategic role at the group level, I am also the reference for local countries CIOs on ICT strategic initiatives and investments, enabling cross-country synergies and alignment.

I am also a member of the Board of Director in two main company of the group: Vivocha is a startup providing an innovative online customer interaction platform, GSS Line is the holding company of Grupo GSS operating among the leader in BPO market in Spain and LATAM.

As member of Board of Directors, I am the reference for ICT and Operations processes in M&A strategy of the group, leading, on these areas, the execution of the post merge activities.

2015 – 2019 Covisian S.p.A., Turin – Chief Information Officer

During these four years, my role was to manage ICT infrastructure and applications in Italy, leveraging proprietary asset and solutions, leading business transformation through proper technology adoption. In 2015 the company had a turnover of 30M€ per year and was present in the Italian market; my role has been to support the change of the company to become a multinational group; contributing to design and realization of the path of transformation on ICT and Operations areas through new technologies adoption.

2012 – 2015 Capgemini Italia, Turin – Principal Consultant

I was responsible for project initiatives and Application Management Services (AMS) on SAP solutions in FCA EMEA financial companies (Bank FCA Bank, CNHI Capital, Leasys); managing the relationships with the customers of the different FCA companies across Europe.

2010 – 2012 Contacta S.p.A., Turin, Account Manager, Operation and ICT Manager

Contacta S.p.A. is an Italian leader on Business Process Outsourcing and Call Center Services (today Covisian S.p.A.)

I have started to work Contacta as Account Manager of one of the most important customers on Energy & Utilities sector, focusing on improving customer relationships and operational efficiency. After 8 months, I took the responsibility of Operations and ICT of the company

2009 – 2010 ISC Group – Service Manager

Family managed Italian company operating in industrial cleaning machine sector

I was in charge of the after sales, operations and logistic, supporting the transformation from *small size* to *medium size* company.

2001 – 2009 Capgemini Italia, Turin – Manager

For more than 8 years, I was involved in several consulting projects and initiatives with growing responsibilities, operating in different sectors and technologies, with customer of various dimensions and complexity. Working on transformation activities related to business model changes and ERP systems implementation, I have acquired knowledge on different processes and areas, from production planning and execution, to management control, accounting and finance, supporting the design and the implementation of to-be models.

EDUCATION AND QUALIFICATIONS

1996 – 2001 Politecnico of Turin - Polytechnic University of Turin. Degree in Engineering Management, Graduation Qualification Thesis on “New organizational models and enabling technologies in B2B”. Final Grade: 102/110.

1994 – 2005 Roncocas Valley Regional High School - New Jersey (USA). Graduating from the last year of the American school.

1991 – 1996 Liceo Scientifico A. Monti – Chieri Graduate with vote 52/60

FOREING LANGUAGES

English: Excellent (C2); **Spanish:** Good (E2); **Italian:** Mother tongue

ADDITIONAL INFORMATION

Self-Motivation: leveraging my experience on managing ICT and operations organization in complex and dynamic environment focusing on reaching company targets, valorizing people and supporting them to work for the vision that I help to define.

Interests: family, basketball, skiing, tennis, cinema.

I hereby authorize the use of my personal details as per Italian law 196/2003.