

# Paolo Rossetti

M. +39 335 6968 980

xpaolorossetti@gmail.com

Castel San Giovanni (PC) – I-29015 – ITALY

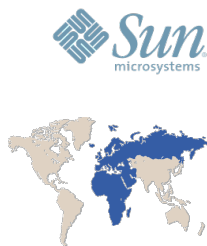
6, Via B. Armani Frazione Ganaghello

Married – Father of Leonardo, Arianna e Chiara

Italy - Milano - April the 10<sup>th</sup> 1969

Engineer Information Systems & Management

Lean Six Sigma Professor at the USI



2000-2003

*Sun Microsystems EMEA  
EMEA Educational Services  
Practice Manager*

- Best practices gathering and sharing
- Coach assigned to international projects
- Remote support to projects
- Developer of the EMEA Learning Services Methodology
- IT process improvement and internal training remotely
- Knowledge Management



1995-2000

*Sun Microsystems Italy  
Start-up of Educational Services*

- Teacher
- Quality manager
- Coach for trainers
- Consulting about IT Process improvement and training
- Country Manager: 18 people



1988-1995

*Politecnico di Milano  
Bachelor of Engineering  
Information Systems & Management  
– ESPRIT EU Project UX of Intelligent  
Databases in Munich (Germany)*

1985-1995

*Milan – Central Railway Station  
Voluntary Association “The Kite”  
Street children education  
– Educator - IT for Disable Kids  
– Basketball Coach*



2003-2008

*Sun Microsystems Headquarter Denver Colorado  
World Wide Educational Services Practice Manager*

- Best Practices Management
- Coach on-site and Remote Service Management
- Consultants Learning Needs Analysis and eLearning
- IT process improvement & IT Service Management Training
- Social Network Analysis - remote for Canadian branch
- Adjunct Professor University of Padua: Java*
- Adjunct Professor Politecnico di Milano: ITIL Service Mgmt*



2013 – current

*Freelance IT & Learning  
Consultancy*

- Learning Strategy and Content development for WebRatio
- Idea Management Nosco
- Adjunct Professor at USI Lean Six Sigma

2009-2012

*Founded flipfly srl*

- Design & development of eLearning courses and solutions
- Idea Management for Nosco

Founder President non-for-profit association “La forma del cuore”

2008-2009

*Freelance IT & Learning Consultancy*

- eLearning Consultant Learnway BR
- Teacher Time Management, Project Communication Management
- Mind maps for Keyst1 SA Switzerland

1985

1995

2000

2003

2008

2009

2012

2013

# Portfolio

The portfolio is organized in reverse chronological order and it is partial.

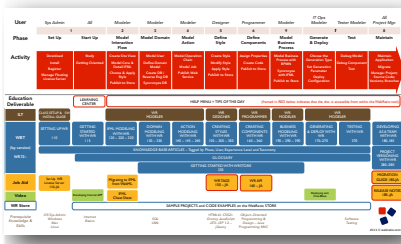
## Current activity

Defined the Learning Strategy for WebRatio; defined the learning documents and eLearning development processes, work organization for the eLearning & remote training team (2 people in the USA and 7 in Italy); dubbing studio set-up.

Defined the eLearning platform requirements (Tin-Can and SCORM compliancy) developed by WebRatio.



Contributed to 50+ WBTs under development - 7 new online Certifications - Student Guides on Amazon: KF8, Mobi, ePub and PDF formats.



Created the new WebRatio Partnership Program and also the new University Program to train several thousands of students and customers remotely.

Took over also the role of Content Strategy manager for WebRatio in 2014



2012

Professor at the University of the Italian Switzerland in Lugano  
Lean Six Sigma - Master of Science in Management & Informatics



Design and development of self paced course SCORM 1.2 for Ferrero



Design and development of self paced course SCORM 1.2 for Ferrero  
Nutrition Basics in Ferrero (Italian & English) for "white collars"



Design and development of self paced course SCORM 1.2 for Vodafone  
Canvass June (Italian) - sales force and agents



Let's Talk! Conversation starter for married couples - Non profit Association La Forma del Cuore (cards and packaging + iPhone, Android, iPad APP.



Visual Thinking & Mind Maps - Ericsson



Founder of the non profit association "La Forma del Cuore" [www.laformadelcuore.org](http://www.laformadelcuore.org)



2011

Concept and development of a internal Security advertising and training campaign. Posters and self paced training SCORM 1.2 Epta (Italian) - blue collars



Designed and developed eBooks for Adecco - agents (Italian)



Delivered consulting services about Idea Management for UNIQA Group – Implementation of Nosco APP customized for UNIQA (Italian)



Delivered consulting services about Idea Management for Intesa Sanpaolo (Italian)



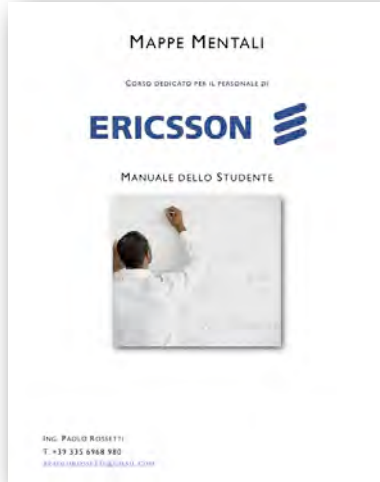
Designed and developed the Welcome Kit for new hired – eLearning and video UNIQA Group (Italian)



2010  
Designed and developed the welcome kit for Kraft Food new hired (Italian)



Course material development and teacher about Mind Maps for Ericsson - R&D (Italian)



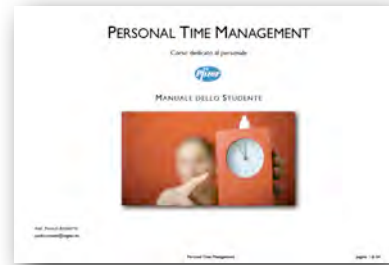
Consultancy about Idea Management for UNIQA Nosco Idea eXchange



Design and development of eLearning courses SCORM 1.2, video tutor and sales material for Epta - (Italian, English, French, German and Spanish)



2008- 2009  
Developed course material and teacher about Time management for Pfizer



Workshop about Time Management for Nooter Eriksen



Coach and trainer about Project Communication Management for Eurand

Project Communication Management for Fincantieri

Consultancy for the Web City Learntown for Learney

Distance learning and coaching about process improvement in IT (ITIL)



Project Management Automation using social media like wiki Atlassian Confluence



2003 – 2008

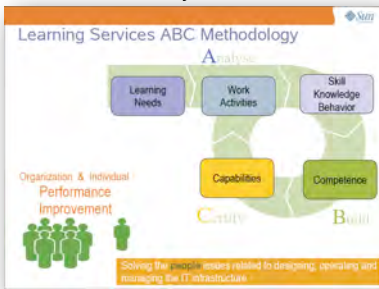


Developed the course material, teacher about IT Service Management at Politecnico di Milano - COMO (English)



Lead the World wide course development process improvement Sun Microsystems.

Defined the Methodology ABC for Learning Services Sun Microsystems.



Bought a farm and contributed to transform it into a new farm holiday house Il casale del Sapere e del Sapore - in Italy.



Sapere

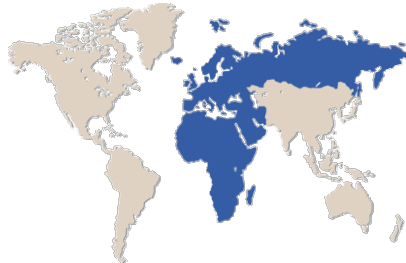
Defined the Organization design for Learning Services after the merge of the four internal division in Sun Microsystems; responsible for training and development mostly remote.



Conducted remotely a Social Network Analysis after the merge of a canadian eLearning company acquired by Sun Microsystems.

2000 – 2003

Skill Analysis and competency development European Project, training and coaching on-site and remotely.

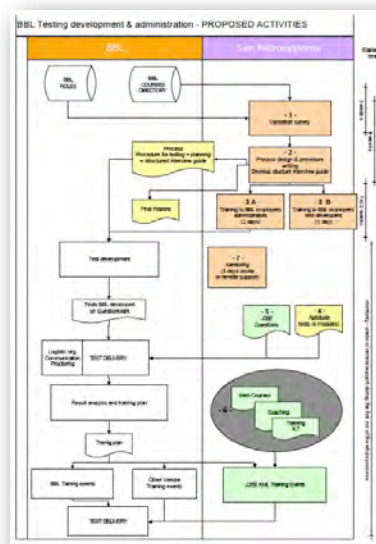


Contributed to the patented methodology "The dimensions of Knowledge Management" for Sun Microsystems



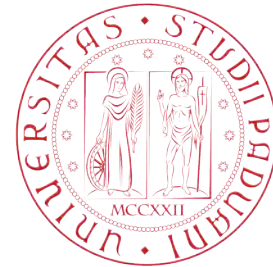
Green Belt Sun Sigma Six Sigma implementation at Sun Microsystems.

Coached and delivered several skills assessment, rapid re-skilling project and IT Organization design in Saudi Aramco, CSC, BBL, CZ Telekom.



1995 – 2000

Designer and teacher about Distributed programming in Java- University of Padua (Italy) - 4 consecutive years



Designed and online implementation of the Sun Microsystems Italy Instructor Manual.



Wrote the Educational Services Quality management procedures according to ISO 9002 - Sun Microsystems.



Managed the rapid re-skilling projects for CedCamera, Infocamere, Banca IMI, BNL, Eni, EuropAssistance, Jumpy, Omnitel.

Created and managed the project "Information for Disabled kids" - games and use the touch screen for children with autism, Down syndrome and learning problems.

# Recommendations

Beth Hassinger Seeley, Education Consulting Manager, Sun Microsystems (colleague)

"Paolo is one of the finest professionals with whom I have ever worked. As a Practice Development Manager in our HQ office, Paolo supported my field consulting team in many creative ways. Several years ago, he had the vision to see that ITIL (Info Technology Infrastructure Library) was becoming a hot topic with our customers, and he designed and facilitated a complete, collaborative training program that enabled my entire team to quickly become certified in ITIL. He also developed a comprehensive structure for education and consulting services we could offer in this area. Paolo was a pleasure to work with, and would be a vital asset to any leading-edge organization!" December 12, 2007

Leslie McNeill, Product Manager, Java Education Product Line, Sun Microsystems (colleague)

"Paolo and I have worked on several projects over our years at Sun. On the latest one we designed a Front End Analysis document that would cover the diverse needs of Employee training, Partner Training, Customer Training, and Customized Training. As has been my experience with Paolo, he was well prepared and extremely professional. One of the qualities that has made him so effective each time I've worked with him is his ability to contribute experience from his many years in the field while being very open to input from others. The result is a blend that is much stronger thanks to his encouragement of active participation by the team." March 11, 2008

Danilo Villa, Sales Manager, Sun Microsystems Italia S.p.A. (colleague)

worked directly with you  
"I meet Paolo when in 1999 I joined the team of Educational Services and I found one of the

most brilliant and acute mind I've ever meet. With his needful contribution we built the best education business in Italy with extraordinary results and a pleasant working environment. Paolo is always beyond and he is fast to implement concretely innovative ideas. He has focus on results, he creates methods and processes but always with a strong respect and attention for people that work with him. If someone need to deepen on Paolo as a man or as professional do not hesitate to get in touch with me. I recommend Paolo for Management position either in Italy or for global." March 14, 2008

Massimo Fabbri, Account Manager, Sun Microsystems (colleague)

"Paolo is one of the smartest and most efficient professionals I know. Not only is he very fast in understanding, analyzing, breaking down any issue related to his work and coming up with smart ideas to face them, but he's also great at implementing those ideas and build solid, detailed and viable solutions. When I had the opportunity of having him by my side in customer facing situations I was amazed at how efficient he was in understanding customer needs and translate them into practical solutions, customers were amazed as well. I highly recommend Paolo." November 30, 2007

Giuseppe Gigante, Software Product Mktg Mgr, Sun Microsystems (colleague)

"Paolo Rossetti was a highly professionally person and team member I worked with. Humanly very positive and sensitive he has a strong attitude in managing complex projects and business oriented." November 30, 2007

Eugenio Airaghi, Account Manager, Sun Microsystems (colleague)

"Paolo is a really professional person with the ability to figure out what's the best way to satisfy customer needs. Whenever I had the opportunity to work with him on my accounts, I always had the highest feed-backs from them. He is business focused, team player

and a wonderful person to work with. I highly recommend him." December 27, 2007

Giovanni Pirola, practice manager, Sun Microsystems (colleague)

"I worked side by side with Paolo during my entire career at Sun. I always appreciated his ability and willingness to try new ways to improve Sun's service portfolio. Besides he's always been an innovator as far as methods are concerned and a good team player." December 1, 2007

Valentin Galan, Solution Architect, Sun Microsystems (colleague)

"He is a result oriented team player skilled as liaison amongst senior management, stakeholders and the consulting team with effective communications skills. A good listener, team builder, motivator, with experience in mentoring, training, and managing ethnically diverse teams applying a user-friendly approach. He is a highly motivated professional with a strong capacity to learn and improve their set of skills." December 3, 2007

Giuseppe Mosello, Education Consulting Practice Manager - Italy, Sun Microsystems Italia (colleague)

"Paolo is a great manager with solid knowledge of consulting and management. He has a strong ability to analyze problems and find smart and effective solutions. He always supported each Practice world wide developing new solutions for our market and his contribution was fundamental for our revenues and quality goals. He his most genuine and available colleague I met in my life." November 30, 2007

Massimo Forni, Project Manager, Sun Microsystems Italia (colleague)

"Paolo is a very professional with a great capacity and responsibility to manage complex situations, with client, partner and colleagues" November 30, 2007

Rick Champman, Senior Manager, Sun Educational Services, Sun Microsystems (colleague)

worked directly with you

"Paolo and I worked as colleagues on many joint projects from 2001 - 2006. It was always a pleasure working with him as Paolo brings many positive traits to his working environment. He is a strong group worker who communicates effectively and creates an immediate sense of rapport and cooperation. He is a proactive, intelligent thinker who then executes to achieve results. He is personable, flexible, articulate, industrious and sincere, Paolo definitely has business management capabilities and I would highly recommend him." December 7, 2007

Mark Spain, Manager - Business Operations Intelligence, Sun Microsystems, Inc. (colleague)

"Paolo is a talented and enthusiastic senior level program manager and consultant. His commitment to customer success, development of programmatic revenue lines, and responsible fiscal management makes him a valued asset in any organization. He is goal orientated while never losing sight that work should be enjoyable. I give him my highest personal endorsement." November 30, 2007

Philip J. Power, World-Wide Skills Development and Custom Testing Practice Development Manager, Sun Microsystems, Inc. (colleague)

worked directly with you

"I worked very closely with Paolo on the same team for approximately five years at Sun Microsystems. Paolo is one of the most professional and innovative people with whom I have ever had the pleasure to work with. Paolo and I collaborated on numerous strategic and tactical projects that provided infrastructures, methodologies and processes for Sun Learning Services' (SLS) world-wide Education Consultants to generate multi-million dollar revenue streams. We also

implemented a major Voice of the Customer needs analysis with SLS Senior executives to create a roadmap for connecting and enhancing business processes. Paolo is a superb communicator and a leader who earned the respect of his superiors, peers and Sun Partners. He is highly analytical and totally resourceful in designing and presenting innovative solutions to solve business issues and to meet and exceed customers' expectations. He is an excellent team player who is highly responsive to all requests for assistance. Paolo always handles high pressure situations with great tact and diplomacy and goes out of his way to ensure "win-win" situations are achieved. He successfully created networks of contacts throughout SLS that were vital in supporting the growing needs of the Consultant community. Paolo went above and beyond the call of duty on many occasions to ensure that the Consultants were provided the expertise and support to craft customized learning solutions for their customers. Without his support, the SLS world-wide Education Consultant community would not have been able to achieve and exceed their yearly revenue goals. I thoroughly enjoyed working with Paolo and highly recommend his skills, abilities and expertise as an ITIL professional and as a very experienced Consultant and Learning professional. He is a very friendly and approachable person and is an excellent asset in every situation. I have absolutely no hesitation in giving him the highest recommendation possible." November 30, 2007

Jim LoPresti, Sr Program Manager, Sun Microsystems (colleague)

worked directly with you

"Paolo Rossetti is without doubt one of the few professionals that I have worked with at Sun who is both intellectually and emotionally mature. That is to say, Paolo not only knows the business end of his job, he knows the people end as well. That is a rare combination in the corporate environment. He's honest,

insightful, and loyal. A true pleasure to work with." December 2, 2007

Wayne Smith, Manager, Americas Education Consulting Services, Sun Microsystems (colleague)

"Paolo has distinguished himself through his ability to relate well with customers, develop creative solutions and apply keen business insight. His efforts added significantly to the effectiveness and overall success of our worldwide team at Sun. He is personable, a good communicator and a hard worker. Paolo is an outstanding colleague and a great team player." May 23, 2008

Dr. Thomas Bayer, Country Manager Educational Services, Sun Microsystems GmbH, Germany (colleague)

"I worked with Paolo for several years and through several projects on EMEA level in his roles as Consulting and Practice Development Manager. Paolo is a true professional and expert in many topics around consulting, learning theory & practice and organizational development. He can effectively build the bridge to use his broad knowledge base in complex projects with international customers leading to successful implementation of services. He is a wonderful colleague to work with, creative, very productive and always open to new ideas and ways to solve problems." October 20, 2009