

Curriculum Vitae

Francesco Cagno Consultant

Francesco Cagno works as a Trainer and a Business Developer in the following areas: ISO/IEC 20000, IT Service Management, mainly focusing on the central-south Italy market, but being often involved in activities in the rest of Italy.

Francesco owns the following certifications: **“ITIL v2 Foundation”** (2003), **“ITIL Service Manager”** (2007), **“ISO/IEC 20000 Consultant”** (2007), **“ITILv3 Foundation”** (2007), **“ITILv3 Expert”** (2008).

He is also recognized by EXIN as a ITIL trainer and by ItSMF International as ISO/IEC 20000 trainer.

Francesco has been teaching many classes for ITIL foundation and other ITIL certifications courses in the past 4 years with a very high pass rate.

He has also worked as a consultant at Italian Railways in the ISO20K certification activity, in the past year, also teaching ISO20K Auditor and Consultant/Implementation classes.

Born in June 1967, Master in Company and HR Counselling, Ph.D. Aeronautical Engineering. He has been active in his professional career as a consultant since 1994.

In January 2007 Francesco joined Quint Wellington Redwood. His professional experience in IT is with application development, change and configuration management, business intelligence and process oriented organisational development (e.g. ITIL Service Management), assessing customer needs and proposing solutions.

Specific competencies of Francesco are:

- Analytical skills
- Relational and Communication Skills
- High effectiveness as a trainer.

Professional experience:

- International Software vendor (March 1999 - December 2006). In the Business Service Optimization Brand Unit (Business Intelligence, Life Cycle Management, Service Management, ITIL), following the whole sales life cycle, from positioning meetings, through business and technical assessments, to the architectural and sales proposals, and project startups. Speaker at congresses and seminars of the areas of expertise. Designed and delivered education paths on those areas.
- Italian Consulting Company (September 1997 – February 1999): System Engineer in the Space and Environment Unit. Mainly focused on internet projects. Main duties: Technical Proposal writer for IT projects in Italian and European big companies; Answers to Government 's Invitation to Tender.
- International SW and HW vendor (January 1996 – August 1997): Software developer, trainer and project leader in internet and Object Oriented technology projects
- Italian Aerospace Company (March 1994 – December 1995): Software Developer in structural calculation software development.

Quint Wellington Redwood: specialist IT management queries

Quint Wellington Redwood -or 'Quint'- is an organization consultancy that specializes in the resolution of management queries in the field of IT. Our people are organization consultants with a wide knowledge of IT. From eleven international offices we provide services in more than twenty-five countries.

Quint clients are leading profit and non-profit organizations that rely heavily on IT. We try to achieve two goals for our clients. We provide support that results in successful information services (IS). More importantly, we help to make your business effective and successful by correctly converting information services into operating processes. This twofold mission is summarized as Creating Business & IS Results.

Our slogan is Dare to Challenge. Our people constantly challenge themselves and each other to be more efficient and creative. We also challenge you about the organization of your information technology and the provision of IT services to your clients. In doing so, Quint positions itself as a service provider that is not afraid to view business from a different angle...

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