

Tiziano Interlandi

Digital Transformation & Data Operations Director | AI, Data Science, Automation, Lean Six Sigma & Software Delivery
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PROFILO EXECUTIVE

Director con oltre 20 anni di esperienza tra software engineering, trasformazione digitale, data operations, data science applicata e miglioramento dei processi. Cresciuto da senior software engineer e agile coach a director, oggi guido organizzazioni fino a 130 persone su sviluppo software, product ownership, business analysis, scrum mastering e data operations. Aiuto aziende complesse a rendere scalabili processi, dati e automazione attraverso AI/GenAI, Python e modelli data-driven, Lean Six Sigma, Agile operating model e piattaforme software custom.

RUOLI TARGET

Ruoli ideali	Transformation Director; Head of Digital Transformation; Head of Data Operations; AI & Automation Director; Data/AI Transformation Lead; Technology / Engineering Director; Operational Excellence Director.
Valore distintivo	Unisco visione strategica, execution operativa, leadership di team numerosi, background tecnico hands-on e capacità di guidare cambiamento organizzativo.

RISULTATI E PUNTI DI FORZA

- Guida di una struttura fino a 130 persone composta da developer, analisti, Product Owner, Scrum Master e Data Operations, con responsabilità su budget e progettualità.
- Leadership di iniziative di trasformazione digitale, automazione e AI applicate a processi interni, DataOps, arricchimento dati e Order-to-Cash.
- Esperienza su data science applicata, Python, analisi statistica, NLP/embeddings, modelli LLM e soluzioni di retrieval/estrazione informativa per automazione di processi data-driven.
- Costruzione e diffusione di pratiche Lean Six Sigma, Agile e Management 3.0 come leva di miglioramento continuo, efficienza operativa e change management.
- Disegno di soluzioni software custom, copilot e automazioni basate su AI per semplificare processi operativi e migliorare produttività e qualità del dato.
- Esperienza trasversale su Salesforce, SAP, CRM, data enrichment, OCR/document intelligence, Java, Oracle, MongoDB, Elasticsearch, Python e servizi cognitivi Azure.
- Co-founder di Agile Italia Magazine e speaker in numerosi eventi nazionali: posizionamento riconosciuto su Agile, Lean e trasformazione organizzativa.

COMPETENZE CHIAVE

Leadership	Gestione team fino a 130 persone; pianificazione strategica; budget; governance cross-funzionale; stakeholder management.
Transformation	Digital transformation; operating model; process redesign; operational excellence; change management; Lean Six Sigma.
AI & Automation	GenAI, GPT/OpenAI, Azure OpenAI/Cognitive Services, copilot, process automation, document intelligence, data quality automation.
Data & Software	DataOps, data enrichment, CRM, Order-to-Cash, Java, Python, Oracle, MongoDB, Elasticsearch, Salesforce, SAP integration.
Agile	Scrum, LeSS, Nexus, SAgile, product ownership, community of practice, coaching, training, enterprise agility.
Data Science & ML	Python, pandas, NumPy, scikit-learn, statistical modelling, NLP, embeddings, vector search/RAG, LLM integration, model evaluation, prompt engineering.

ESPERIENZA PROFESSIONALE

Cerved - Digital Processes & DataOps Director | Jan 2025 - Presente | Milano

- Responsabile della trasformazione digitale e dell'evoluzione operativa di processi, dati e automazione, integrando Lean, AI e tecnologie avanzate per migliorare produttività, efficienza e qualità.
- Guida di attività di ricerca e sviluppo in ambito AI, automazione e copilot, con focus su semplificazione dei processi aziendali e supporto alle Operations.
- Applicazione di Python, modelli LLM, NLP/embeddings e approcci data-driven per prototipare soluzioni di automazione, ricerca semantica ed estrazione informativa.
- Gestione della rilevazione, digitalizzazione e validazione dei dati attraverso persone, strumenti avanzati, software custom e intelligenza artificiale.
- Coordinamento di team interfunzionali e allineamento tra obiettivi operativi, roadmap tecnologica e visione aziendale.
- Management di una struttura fino a 130 persone tra sviluppatori, analisti, Product Owner, Scrum Master e Data Operations, con responsabilità su budget e supervisione delle progettualità.

Cerved - Transformation & DataOps Director | Jun 2024 - Mar 2025 | Milano, Cosenza, Pontedera

- Guida della trasformazione digitale attraverso pratiche Lean, AI e tecnologia, con l'obiettivo di aumentare efficienza operativa e produttività aziendale.
- Creazione di soluzioni di automazione e copilot per ottimizzare processi operativi e attività ripetitive.
- Sviluppo di percorsi di formazione interna su Agile e Lean Six Sigma; mentor nei programmi aziendali di sviluppo e co-founder della Community of Practice Agile e Lean.
- Direzione di un'area multidisciplinare composta da circa 130 persone, coordinando delivery, DataOps e iniziative di miglioramento continuo.

Cerved - Internal Processes Director / Agile & Lean Six Sigma Coach | Jun 2022 - Jun 2024 | Milano, Cosenza, Torino, Padova

- Trasformazione dei processi aziendali interni tramite tecnologia, analisi statistica e miglioramento continuo, con focus su efficienza operativa e riduzione dei costi.
- Utilizzo di analisi statistica, modellazione dei dati e strumenti Python/data science per supportare decisioni operative, controllo qualità e ottimizzazione dei processi.
- Gestione e ottimizzazione della filiera Order-to-Cash, da Salesforce a SAP, attraverso software custom e integrazioni di processo.
- Sviluppo e implementazione di strumenti software per gestione, arricchimento e qualità dei dati su dataset aziendali complessi.
- Responsabilità di un'area di circa 75 persone tra developer, analisti, Product Owner, Scrum Master e Data Operations.

Cerved - Senior Manager Internal Processes Development / Agile & Lean Six Sigma Coach / Software Engineer | Nov 2018 - Jun 2022 | Milano, Cosenza, Torino, Padova

- Agile Coach e Senior Software Engineer per applicazioni interne, CRM, Order-to-Cash, strumenti Operations, media monitoring e sistemi statistici.
- Sviluppo e coordinamento di soluzioni software per processi commerciali, after-sales, data enrichment e automazione operativa.
- Diffusione di metodologie Agile, Lean e Management 3.0 in contesti enterprise.

Cerved - Agile Coach / Senior Software Engineer | Sep 2014 - Nov 2018 | Milano, Cosenza

- Agile Coach su prodotti enterprise con metodologie scalate, tra cui Nexus, LeSS e SAFe.
- Scrum Master e membro del team CRM su Salesforce Sales Cloud, Service Cloud, Pardot, VoIP e integrazioni backend Cerved tramite Java, Talend e Jira.
- Sviluppo di applicazioni Java e web per utenti interni e processi Operations.

Cerved - Scrum Master / Senior Software Engineer / Team Leader | Sep 2010 - Nov 2014 | Milano

- Ruoli progressivi di Scrum Master, Senior Software Engineer e Team Leader in ambito Operations, CRM e Finance development.

THOUGHT LEADERSHIP & COMMUNITY

AgileItalia Magazine / AgileForItaly | 2018 - Presente | Milano

- Co-founder e autore di Agile Italia Magazine, iniziativa editoriale dedicata all'universo Agile.
- Co-founder Agile Experience Conference e AgileForItaly, con attività di divulgazione e community building.
- Speaker in numerose conferenze nazionali Agile, tra cui Italian Agile Days, Agile Venture, Product Tank Milano, Agile Product Day e Italian Community Summit.

Docente e Masterclass | 2018 - 2022 | Milano

- Docente su Agile, Lean e Scrum per edulia Masterclass e Talent Garden Innovation School / 24ORE Business School.

ESPERIENZE PRECEDENTI

2008 - 2010	Fonditaria-Sai - Team Leader / Senior Developer.
2007	It Time SpA - Senior Software Engineer Consultant.
2005 - 2006	Bureau Veritas - Software Developer: custom development, ETL, Oracle/AS400, Java/.NET.
2002 - 2005	Corovida / Banca Intesa / Microlan - Software engineering consulting, OCR, Oracle, Java, .NET, SQL Server.
1999 - 2002	Freelance - IT consultant: CRM for PMI, websites and network management.

CERTIFICAZIONI

Lean Six Sigma: Green Belt; Black Belt | Agile/Product: SAFe - Scaled Agile Framework; Management 3.0 Foundation; Scaled Professional Scrum; Professional Scrum Master I; Professional Scrum Product Owner I | Salesforce: Admin Beginner; Developer Beginner

FORMAZIONE

Politecnico di Milano	Ingegneria delle Telecomunicazioni, 1999 - 2004.
Università Milano-Bicocca	Information Technology, 2013 - 2018.
Liceo Scientifico G. Marconi	Maturità scientifica con sperimentazione informatica, 1994 - 1999.
Accademia Musica Moderna	Diploma, Master 1° livello, Master 2° livello - Batteria e Percussioni, 2004 - 2012.

ENGLISH VERSION

Tiziano Interlandi

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EXECUTIVE PROFILE

Director with 20+ years of experience across software engineering, digital transformation, data operations, applied data science and process improvement. Progressed from senior software engineer and agile coach to director, leading organizations of up to 130 people across software development, product ownership, business analysis, scrum mastering and data operations. I help complex organizations scale processes, data and automation through AI/GenAI, Python and data-driven models, Lean Six Sigma, Agile operating models and custom software platforms.

TARGET ROLES

Ideal roles

Transformation Director; Head of Digital Transformation; Head of Data Operations; AI & Automation Director; Data/AI Transformation Lead; Technology / Engineering Director; Operational Excellence Director.

Distinctive value

I combine strategic vision, operational execution, leadership of large teams, hands-on technical background and the ability to lead organizational change.

SELECTED ACHIEVEMENTS

- Led an organization of up to 130 people including developers, analysts, Product Owners, Scrum Masters and Data Operations, with responsibility for budget and project governance.
- Led digital transformation, automation and AI initiatives applied to internal processes, DataOps, data enrichment and Order-to-Cash.
- Experience in applied data science, Python, statistical analysis, NLP/embeddings, LLM models and retrieval/information extraction solutions for data-driven process automation.
- Built and scaled Lean Six Sigma, Agile and Management 3.0 practices as levers for continuous improvement, operational efficiency and change management.
- Designed custom software solutions, copilots and AI-based automations to simplify operational processes and improve productivity and data quality.
- Cross-functional experience across Salesforce, SAP, CRM, data enrichment, OCR/document intelligence, Java, Oracle, MongoDB, Elasticsearch, Python and Azure cognitive services.
- Co-founder of Agile Italia Magazine and speaker at many national events, with recognized positioning on Agile, Lean and organizational transformation.

CORE COMPETENCIES

Leadership

Gestione team fino a 130 persone; pianificazione strategica; budget; governance cross-funzionale; stakeholder management.

Transformation

Digital transformation; operating model; process redesign; operational excellence; change management; Lean Six Sigma.

AI & Automation

GenAI, GPT/OpenAI, Azure OpenAI/Cognitive Services, copilot, process automation, document intelligence, data quality automation.

Data & Software

DataOps, data enrichment, CRM, Order-to-Cash, Java, Python, Oracle, MongoDB, Elasticsearch, Salesforce, SAP integration.

Agile

Scrum, LeSS, Nexus, SAFe, product ownership, community of practice, coaching, training, enterprise agility.

Data Science & ML

Python, pandas, NumPy, scikit-learn, statistical modelling, NLP, embeddings, vector search/RAG, LLM integration, model evaluation, prompt engineering.

PROFESSIONAL EXPERIENCE

Cerved - Digital Processes & DataOps Director | Jan 2025 - Present | Milan

- Responsible for digital transformation and operational evolution of processes, data and automation, integrating Lean, AI and advanced technologies to improve productivity, efficiency and quality.
- Led R&D activities in AI, automation and copilots, focused on simplifying business processes and supporting Operations.
- Applied Python, LLM models, NLP/embeddings and data-driven approaches to prototype automation, semantic search and information extraction solutions.
- Managed data acquisition, digitization and validation through people, advanced tools, custom software and artificial intelligence.
- Coordinated cross-functional teams and aligned operational goals, technology roadmap and company vision.
- Managed an organization of up to 130 people across development, analysis, Product Ownership, Scrum Mastering and Data Operations, with budget and project oversight responsibilities.

Cerved - Transformation & DataOps Director | Jun 2024 - Mar 2025 | Milan, Cosenza, Pontedera

- Led digital transformation through Lean practices, AI and technology, aiming to increase operational efficiency and business productivity.
- Created automation and copilot solutions to optimize operational processes and repetitive activities.
- Developed internal training programs on Agile and Lean Six Sigma; mentor in corporate development programs and co-founder of the Agile and Lean Community of Practice.
- Directed a multidisciplinary area of about 130 people, coordinating delivery, DataOps and continuous improvement initiatives.

Cerved - Internal Processes Director / Agile & Lean Six Sigma Coach | Jun 2022 - Jun 2024 | Milan, Cosenza, Turin, Padua

- Transformed internal business processes through technology, statistical analysis and continuous improvement, focused on operational efficiency and cost reduction.
- Used statistical analysis, data modelling and Python/data science tools to support operational decisions, quality control and process optimization.
- Managed and optimized the Order-to-Cash chain, from Salesforce to SAP, through custom software and process integrations.
- Developed and implemented software tools for data management, enrichment and quality across complex enterprise datasets.
- Led an area of about 75 people across development, analysis, Product Ownership, Scrum Mastering and Data Operations.

Cerved - Senior Manager Internal Processes Development / Agile & Lean Six Sigma Coach / Software Engineer | Nov 2018 - Jun 2022 | Milan, Cosenza, Turin, Padua

- Agile Coach and Senior Software Engineer for internal applications, CRM, Order-to-Cash, Operations tools, media monitoring and statistical systems.
- Developed and coordinated software solutions for sales processes, after-sales, data enrichment and operational automation.
- Scaled Agile, Lean and Management 3.0 practices in enterprise contexts.

Cerved - Agile Coach / Senior Software Engineer | Sep 2014 - Nov 2018 | Milan, Cosenza

- Agile Coach on enterprise products with scaled methodologies including Nexus, LeSS and SAFe.
- Scrum Master and CRM team member on Salesforce Sales Cloud, Service Cloud, Pardot, VoIP and backend Cerved integrations through Java, Talend and Jira.
- Developed Java and web applications for internal users and Operations processes.

Cerved - Scrum Master / Senior Software Engineer / Team Leader | Sep 2010 - Nov 2014 | Milan

- Progressive roles as Scrum Master, Senior Software Engineer and Team Leader in Operations, CRM and Finance development.

THOUGHT LEADERSHIP & COMMUNITY

AgileItalia Magazine / AgileForItaly | 2018 - Present | Milan

- Co-founder and author of Agile Italia Magazine, an editorial initiative dedicated to the Agile universe.
- Co-founder of Agile Experience Conference and AgileForItaly, with thought leadership and community-building activities.
- Speaker at several national Agile conferences, including Italian Agile Days, Agile Venture, Product Tank Milan, Agile Product Day and Italian Community Summit.

Lecturer and Masterclasses | 2018 - 2022 | Milan

- Lecturer on Agile, Lean and Scrum for edulia Masterclass and Talent Garden Innovation School / 24ORE Business School.

EARLIER EXPERIENCE

2008 - 2010	Fonditaria-Sai - Team Leader / Senior Developer.
2007	It Time SpA - Senior Software Engineer Consultant.
2005 - 2006	Bureau Veritas - Software Developer: custom development, ETL, Oracle/AS400, Java/.NET.
2002 - 2005	Corovida / Banca Intesa / Microlan - Software engineering consulting, OCR, Oracle, Java, .NET, SQL Server.
1999 - 2002	Freelance - IT consultant: CRM for SMEs, websites and network management.

CERTIFICATIONS

Lean Six Sigma: Green Belt; Black Belt | Agile/Product: SAFe - Scaled Agile Framework; Management 3.0 Foundation; Scaled Professional Scrum; Professional Scrum Master I; Professional Scrum Product Owner I | Salesforce: Admin Beginner; Developer Beginner

EDUCATION

Politecnico di Milano	Telecommunications Engineering, 1999 - 2004.
University of Milano-Bicocca	Information Technology, 2013 - 2018.
Liceo Scientifico G. Marconi	Scientific high school diploma with computer science specialization, 1994 - 1999.
Accademia Musica Moderna	Diploma, Master 1st level, Master 2nd level - Drums and Percussions, 2004 - 2012.