

Paolo Rossetti

Management & Information Systems Engineer

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PEC **paolo.rossetti@ingpec.eu**

Born in Milano (Italy) 10th of April 1969

Married and father of Leonardo, Arianna, Chiara and Marco

Member of the Register of Engineers of Piacenza n° 1456

President La forma del cuore a.p.s.non-for-profit organization laformadelcuore.org

Specialization: Learning design, innovation, performance improvement, project management and training

Lean Six Sigma Professor at Università della Svizzera Italiana - Lugano - Switzerland



From 2012 to present

Freelance Engineer

CH - last 10 years: Lugano - Università Svizzera Italiana

Adjunct Professor Lean Six Sigma

CH - 2020: Losanna - EPFL LEARN Center

Consulting for educational robotics teachers platform roteco.ch

Communication, identity and web project management

IT - 2020 - 3 months: Future Education Modena

Head of Learning Design

Project management and processes definition

CH - 2019 - 2 months: Zurich - MINT&Pepper Wyss

Institute

Design of teaching activities Cyathlon @School

CH - since 2019: Lugano - Ideatorio USI

Escape room, MINT-Digital Technologies, educational robotics

CH - since 2015: Lausanne - Mobsya Association

Secretary Board of Directors. The educational robot Thymio brought to Italy. Book "Educational activities with the robot Thymio" translated in 4 languages for EPFL. Borgione, Stripes + 2 books on Scratch. Teacher training in schools, collaboration with ASPHI Foundation

CH - 2017 SuPSI DFA Training & Learning Department

APP development and educational robotics consulting

IT - 2012 - 3 years: WebRatio - Contract Manager

Learning strategy & processes development of educational content and marketing - Development of IoT partnership with Eurotech

IT - 2013 - MIP Politecnico di Milano

NOSCO Idea Management

IT - since 2012: La Forma del Cuore a.p.s (no-profit)

President. Educational Robotics at School. 6 Scientific Summer Camps Robot@Verdeto, web app for digital citizenship education 9 meetings for fathers, "la scuola dei padri", cards Parliamo! + APP, books publication

2009-2012

Freelance Engineer

Founder flipfly s.r.l.

Design and development of training projects, LMS and eLearning for Ferrero, Vodafone, Epta Group, UNIQA Insurance, Adecco, Kraft

Consulting on Idea Management UNIQA and Intesa S.Paolo, MIP for Nosco (Denmark)

2008-2009

Freelance Engineer

Teacher for Keyst1 SA

Time Management, Project Communication Management
Mind Maps, Data Visualization Techniques for Ericsson

2003-2008

Sun Microsystems Educational Services

Head quarter Denver CO - Education Consulting

Practice Manager

Knowledge Manager, definition of processes, sharing and capture of international best practices at global level, analysis of competencies

Consulting on international training and organization projects for technical staff

Formalized the consulting methodology for IT HR management of Sun Education Consulting

University of Padua - Adjunct Professor

Java Programming

Politecnico di Milano - Adjunct Professor

ITIL Service Management

2000-2003

Sun Microsystems

Educational Services

Europe Middle-East & Africa

Education Consulting Practice Manager

Knowledge manager, definition processes, sharing and capturing international best practices
Community Management

Six Sigma

Consulting on international projects: training, selection and organization of technical staff

Improvement of internal processes by adopting the ITIL and Six Sigma frameworks

University of Padua - Adjunct Professor

Distributed processing with Java

1995-2000

Sun Microsystems Italia

Start-up Sun Educational Services

Java lecturer and teacher manager

ISO 9000 Quality Manager

Trainer training

IT Process Improvement

Education Consulting Manager

18 people in 2000, 8.9M€ Turnover

1988-1995

Politecnico di Milano

Degree with European project ESPRIT IDEA - Design and development of User Interface for active and deductive database control - Presented in Munich (DE)

1985-1995

Association L'Aquileone

Istituto Gonzaga Milano

Educator of minors at risk of dispersion Founder of Alfa-Gamma Basket for the recovery of street minors. - informatics for kids with disabilities



Portfolio

In this section I report some deliverables and results obtained in my professional activity in reverse chronological order.

2016 to present

Since 2019 **Switzerland - Lausanne**
École Polytechnique Fédérale de Lausanne (EPFL)
LEARN Center for LEARNing Sciences
Project Management, design and implementation of communication tools (web, slides, logo infographics, printed templates, etc.), of the communication plan and support to the Team regarding communication activities.



From 10/2020 to 01/2021 **Italia - Future Education Modena - Head of Learning Design:** Definition of the "innovation curriculum" content development process. SW selection of ClickUP project management software. Organization of core processes and procedure for conducting webinars, mapping activities.



From 2016 - current **Switzerland - Lausanne** MOBSYA Non for Profit Association for Educational Robotics (spin-off Polytechnic of Lausanne EPFL) - Member of the Steering Committee. Secretary.

<https://www.mobsya.org/mobsya/>
Opening of the Italian market (Distributor Borgione and Stripes Digitus Lab - training and research).

<http://www.thymio.it/>
Creation of educational activities "Robokkio" against cyberbullying and portal "Okkio alla C.A.C.C.A. sul web".

<https://www.okkioallacaccasulweb.it/>
Recognized by Connected Generations as an excellent site for adult education on the risks and opportunities of the Web - Articles on educational robotics published.

https://www.pedagogia.it/pedagogika_xxi_1-robot-educazione/
Author of a **book in two volumes** "Educational activities with the robot

Thymio" translated into 4 languages (IT - FR - DE - EN). Sold the rights to EPFL e ETH RAT. Format A4.

<https://www.roteco.ch/it/stories/robot-e-orisorse/sviluppare-la-logica-losservazione-e-il-metodo-scientifico-con-i-robot-e-la-programmazione-vpl/>

Concept, design, project lead for development and consulting to community manager regarding collaborative web platform for teachers of educational robotics ROTECO.CH in 3 languages.

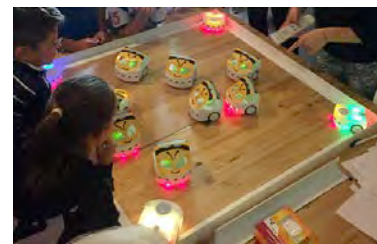
<https://www.roteco.ch>



Design of an Educational escape room experimented in primary and secondary schools of I and II degree, presented at Didacta Firenze and now in periodic offer in Lugano at the Ideatorio USI.

Robotic light painting presented to the MIUR in "Nessun parlò" Roma .

"Robot swarms as an educational tool: The Thymio's way", an experimental activity on swarm robotics and education on collective decision making and bee behavior, presented in Pisa at the first International Festival of Robotics and research paper published with Springer with the Cognitive Science team of CNR in Rome. <https://doi.org/10.1177/1729881418825186>



Second edition of the book Inclusive educational robotics with Thymio in A5 ring format, published by Stripes Edizioni, with new volume on Scratch together with Joël Rivet and Didier Roy (INRIA) in French and Italian.

From 08/2019 to 11/2019 **Switzerland - Zurich** Wyss Institute Mint&Pepper



Design of educational activities for **Cyathlon @School**

From 2018 **Switzerland - Lugano** **L'Ideatorio**. Consulting for educational robotics activities (escape games, storytelling) and digital citizenship.

From 2017 **Switzerland - Locarno** **SuPSI**
Design and development of **APP Being Here** for emotion analysis for D.F.A. and consulting on educational robotics.

2013-2015

Italy - Lomazzo Como **NEXT WebRatio**
Definition of the strategy and implementation of the international training process

Creation of the process, procedures, selection of tools and organization of personnel for the creation of the didactic material, LMS and certification in English and Italian for WebRatio.

<https://my.webratio.com/learn>

Recruited staff in USA and Italy for web and traditional multimedia content production.

Developed LMS used for training in Novartis.

Responsible for communication strategy and content for WebRatio.

4 Research contracts with University of Trento and Politecnico di Milano in the European BPM4People and AutoMobile

program.

Identification of IoT market and Eurotech players and definition of business partnership.

From 2012 to date

For 10 years, Lean Six Sigma contract lecturer in the second year of the Master Management & Informatics Università della Svizzera Italiana - Lugano. Lecturing and dissertation.



Consulting in Innovation management for the Danish company NOSCO for MIP Politecnico di Milano.
<https://nos.co/>

From 2012 to date

Founder and president of the social promotion association **La Forma del Cuore** for social transformation and education in the area where I live.

Main projects carried out over the years:

5 **residential scientific vacations** ROBOT@Verdeto x boys and girls aged 11 to 14

9 **meetings for fathers** "Homo Rarus" - Cards conversation starters Let's talk! (box and cards + App for iPhone, Android and iPad)



Published 4 members' books.
<https://laformadelcuore.org/>

2012 FLIPFLY Srl

Design and development of SCORM 1.2 self-instruction course for Ferrero Decree Law 231 of June 8, 2001 (Italian) - all employees and Nutrition in Ferrero (Italian and English) - managers and employees.



Design and Development of SCORM 1.2 self-instruction courses for Vodafone Canvass June (Italian) - sales force and agencies.



Visual Thinking and Mind Mapping course for Ericsson in Pagani (SA), in Genova and in Piacenza.

2011 FLIPFLY Srl

Design and Development of company safety promotion campaign using posters, training cards and SCORM 1.2 self-instruction course for Epta group (Italian) - factory employees



Design and development of information material for Adecco - agencies (Italian)



Consulting Idea Management for UNIQA Group Implementation of customized Nosco APP for UNIQA (Italian)
 Idea Management Consulting for Intesa Sanpaolo
 Implementation of customized Nosco APP for Intesa Sanpaolo (Italian)



Design and Development of welcome kit for new recruits in self-education and video for UNIQA (Italian) - all personnel



2010 FLIPFLY Srl

Founded FlipFly srl with two salesmen based in Milan.

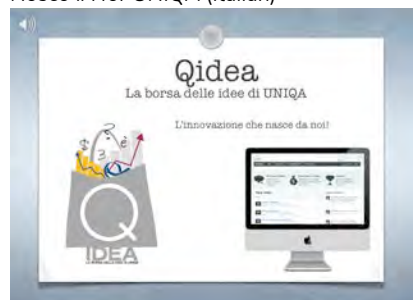
Design and development of information and training material for Kraft Food inception - new hires (Italian)



Design, development and production of related educational material and teaching of classroom courses on Mind Maps for Ericsson - research and development (Italian)



Consulting Idea Management for UNIQA Group Implementation of customised Nosco IX for UNIQA (Italian)



Design and development of SCORM 1.2 courses, videos and information material for Epta Group - salesmen and employees (Italian, English, French, German and Spanish)



2008- 2009

Design, development and production of related educational material and teaching of classroom courses on **Mind Maps** for **Pfizer**

Design and teaching of classroom courses on **Time Management** for **Nooter Eriksen**

Coach and trainer on **Project Communication Management** for **Eurand Farmaceutici**

Design, development and production of educational material and teaching of classroom courses on Project Communication Management for **Fincantieri**

Consulting for City Web project with **Learnway** in Brazil.

from 2003 to 2008



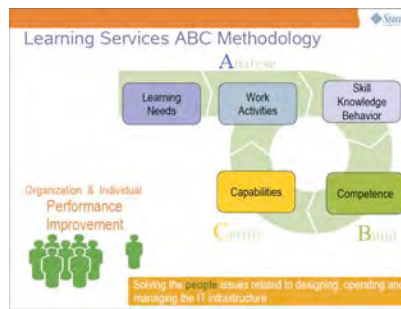
SUN MICROSYSTEMS - USA - Broomfield Colorado and Santa Clara California

Distance learning and coaching on Process Improvement (ITIL)
Process automation with Atlassian Confluence wiki

Design and teaching of Information Systems Management course - **Politecnico di Milano - COMO branch (English)**
Thesis Advisor

Improvement of the processes of creation of the didactic material of Sun Microsystems

Definition "**ABC Methodology**" Learning Services Sun Microsystems used worldwide by Sun Educational Services consultants.



Purchase of an abandoned farm and transformation into a farmhouse Il Casale del Sapere e del Sapore - first hills beyond the Po River in the province of Piacenza, where I live and work with my family.
From 2004 to date.

Definition of Learning Services organization following internal merger with all Sun Microsystems training and development groups
Post-acquisition **social network analysis** of a Canadian LMS software development company.

from 2000 to 2003



European project for skills analysis, training and coaching on on-site project

Patent "The dimensions of Knowledge Management" for Sun Microsystems

Green Belt Sun Sigma - Sun Microsystems implementation of Lean Six Sigma in international contexts.

Coaching and training, skills analysis and reorganization projects in Saudi Aramco (United Arab Emirates), CSC (South Africa), BBL (Belgium), CZ Telekom (Czech Republic).

from 1995 to 2000

Design and teaching of distributed programming course in Java - University of Padua for 4 consecutive years
Instructor's manual for Sun Microsystems Italy.

Drafting of ISO 9002 procedures for Sun Microsystems Italy Training Department and training of trainers.

Training and retraining projects in CedCamera, Infocamere, Banca IMI, BNL, Eni, EuropAssistance, Jumpy, Omnitel.

1985 - 1995

Associazione L'Aquilone Istituto Gonzaga di Milano

Computer Project for Disabled - games and use of infrared touch screen for children with autism, down syndrome and learning problems.

Founder and coach of the Alfa-Gamma Basketball team for the recovery of street children - zone 4 Milan (Central Station - Corso Buenos Aires)
After-school neighborhood

Student - Milano Istituto Gonzaga Scientific High School Polytechnic of Milan - Electronic engineering Information and management systems

Certifications and training

Because of my passion for education and technology, continuing education is part of my daily work..

CERTIFICATIONS

- **ITIL Service Manager - London Certification**
- **ITIL Foundation - London Certification**
- **IT Workforce Development - Methodology Education Consulting Sun Microsystems University of Colorado USA Certification**
- **Green Belt Six Sigma - USA**
- **Project Management - Prince 2**

COURSES Attended

- Lean thinking
 - Classroom facilitation
 - Time management
 - Training for trainers
 - Design thinking
 - Content Strategy
 - Articulate Storyline
 - Adobe InDesign CS6
 - Robotics and education
 - Filemaker 14 Pro
 - Wordpress
 - Marketing Strategy
 - Java Programmer
 - Object-oriented design & development
 - IT Security
 - UNIX Solaris System Administration
 - HTML and Web Technology
- I learn by teaching.

I teach

LEAN SIX SIGMA - Visual Thinking - Innovation and Creativity techniques - Learning - Service Management - Time Management - Design Educational Robotics learning activities

What people say

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

"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."

Paolo Pasquali Team Memores Piacenza

"Pragmatic and goal-oriented person. Loyal in work as in life, he is the ideal partner in high-tech projects. Reliability, honesty and sincerity are values that always "pay"; Paolo has them."

Beth Hassinger Seeley, Education Consulting Manager, Sun Microsystems Italia

"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!"

Leslie McNeill, Product Manager, Java Education Product Line, Sun Microsystems

"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."

Danilo Villa, Sales Manager, Sun Microsystems Italia

"I met 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 met. 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 needs 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."

Massimo Fabbri, Account Manager, Sun Microsystems Italia

"Paolo is one of the smartest and most efficient professionals I know. Not only is he very fast in understanding, analysing, 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."

Giuseppe Gigante, Software Product Mktg Mgr, Sun Microsystems Italia

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

Eugenio Airaghi, Account Manager, Sun Microsystems Italia

"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."

Giovanni Pirola, Practice Manager, Sun Microsystems Italia - Red Hat

"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."

Valentin Galan, Solution Architect, Sun Microsystems Spain

"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."

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

"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 is my most genuine and available colleague I met in my life."

Massimo Forni, Project Manager, Sun Microsystems Italia

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

Rick Champman, Senior Manager, Sun Educational Services, Sun Microsystems Inc.

"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."

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

"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."

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

"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."

Jim LoPresti, Sr Program Manager, Sun Microsystems Inc.

"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."

Wayne Smith, Manager, Americas Education Consulting Services, Sun Microsystems Inc.

"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."

Riccardo Mazzurco- CEO Enliteon Imprenditore - Innovatore Tecnologie video

I got to know Paolo first for professional reasons and then on a personal level thanks to his activities in favor of the community. In two words, I can say that Paolo is one of those rare people whose organizational skills, reliability, integrity, tenacity and friendliness you would like to always have at your side, whether it's the most ambitious project up to a month-long vacation on a boat!

Giuseppe Maramonti - Business Controller presso PTS Class e FEM

I had the pleasure of working with Paolo, a fair, effective and professional professional. I only regret that we had little time to collaborate together.

Claudio Vittori - Internal Sales & Tenders Support LEICA Geosystems

Paolo is talented, he puts together different people to give life to their talents in work initiatives or in favor of others. He is able to explain complex concepts using the most suitable techniques and tools for different interlocutors, in particular he has no equal in the exposure through visual and computer ones. His great creativity and technique has light in the initiatives of idea management, where he promotes business changes resulting in increased profitability and

satisfaction for the customer and his employees.

I appreciate his friendship since many years and attending him enriches me humanly and professionally.

Alessandro Tassinari

I was fortunate enough to work closely with Paolo and discovered his organizational skills. Paolo is an excellent problem solver, able to simplify and synthesize. A charismatic person, with whom I will certainly look to collaborate again in the near future.