

# SILVANA FRASCHERI

## Professional Profile

For several years, I have been working as a freelancer (VAT number) in HR management and organization, staff training and selection, as well as project management (medium-large size) and the analysis and re-engineering of business processes.

## Skills and Abilities

Excellent training skills in the following areas:

- *Communication, Corporate Communication, CRM, Customer Satisfaction, Customer Service, Empowerment, Conflict Management, Consensus Management, Leadership, Delegation, Motivation, Negotiation and Mediation, Problem Solving, Decision Making, Public Speaking, Team Building, Time Management, Sales Techniques.* Office package (three levels: basic, intermediate and advanced).
- *Project Management (PM), Microsoft Project, Project Libre (open source)*
- *Business Process Reengineering (BPR), Business Process Management (BPM), Bizagi (open source)*

### Capacity:

- Customer Orientation
- Spirit of observation
- Autonomy and decision making
- Communication and interpersonal skills
- Problem solving skills
- Scouting skills
- Ability to work in a team
- Organizational skills
- Planning ability
- Negotiating skills
- Analytical skills

## Work and Professional Experience

01.2008 - Current

### **Consultant**

Carli SpA - Imperia

Personnel management and selection

Training:

- Communication, Corporate communication, Customer Satisfaction, Customer Service, Empowerment, Conflict management, Consensus management, Leadership, Delegation, Motivation, Negotiation and mediation, Problem solving, Decision making, Public speaking, Team building, Time management, Sales techniques

Project Management:

- Staff reorganization projects and performance evaluation

Informatics:

- Office package (three levels: basic, intermediate and advanced)

01.2008 - Current

### **Consultant**

C&C Sistemi (Maggioli Group) - Imperia

- Staff selection
- Training on topics similar to those covered for Fratelli Carli

01.2008 - Current

### **Trainer**

MIPA - Genoa

- Project Management Training Courses, Project Libre (open source)

01.2009 - Current

### **Trainer**

Parasio - Imperia

Training:

- Similar topics to those covered for Fratelli Carli
- Office Applications

01.2011 - Current

### **Trainer**

Pastore - Imperia

Training:

- Microsoft Office Applications (all levels)

01.2018 - Current

### **Consultant**

Mediterranea - Imperia

- Personnel management, training and selection
- Topics covered similar to those of Fratelli Carli
- Mapping and reengineering of internal processes

01.2021 - Current

### **Trainer**

Intraining – Rome

Training:

- Similar topics to those covered for Fratelli Carli
- Project Management and Project Libre

02/05/2023 – 01/05/2024

**Consultant**

University of Genoa

- Collaborates on the project "Definition of new business models and redesign of organizational processes following the adoption of artificial intelligence (AI) tools in the insurance sector"

01.2022 - 12.2022

**Trainer**

University of Genoa

- She conducts training courses on PM and Project Libre (open source) as part of the INPS Valore PA Course "Project cycle management to design, manage and report European funds" Level II Course - Type AI)

01.2016 – 12.2018

**Consultant**

MEVB Consulting

- She is part of the project team for medium-large sized projects concerning different fields and sectors

01.2011 – 12.2011

**Consultant**

ASL3 Genovese - Genoa

Training:

- Team building, Organization, Leadership, Conflict management

01.2008 – 12.2020

**Consultant**

Iso Sistemi Srl- Genoa

Training:

- Office Applications: Basic, Intermediate, Advanced, Internet, Outlook
- Project Management (PM), Microsoft Project, Project Libre (open source)
- Business Process Reengineering (BPR), Business Process Management (BPM), Bizagi (open source)

Communication, Customer Satisfaction, Customer Service, Sales Techniques

01.2001 - 12.2001

**Trainer**

ExecuTrain - Turin

Computer and Network Training

01.1999 - 12.2014

**Consultant**

Iaku Taki Center - Alassio (SV)

- Staff selection
- Training on topics similar to those covered for Fratelli Carli

01.1999 - 12.2007

**Trainer**

Elea - Genoa

- Computer training: Office applications and networks

01.1999 - 12.2000

## Technical Sales

DUE ESSE – Loano (SV)

- Commercial technician on accounting management systems

## University teaching

- academic year 2022/2023 – academic year 2023/2024: she is co-teacher of the course of “Business Process Management” – master's degree course in Management Engineering – at the University of Genoa
- academic year 2020/2021 – academic year 2021/2022: she is a professor of the course “Project Management” – three-year degree course in Management Engineering – at the University of Genoa
- academic year 2018/2019 – academic year 2019/2020: provides teaching support for the “Project Management” module – Management Engineering degree course – at the Polytechnic of Turin

## Education and Training

- 2023 Bachelor's Degree in Psychological Sciences and Techniques, Unicusano - Rome
- 2020 Ordinary professional operator, Coaching, APIC
- 2011 PhD in Management and Valuation Engineering, Management, University of Padua - Padua
- 2005 Master's Degree in Management Engineering, Management, University of Genoa - Genoa
- 1998 Degree in Electronic Engineering (old system), Electronics, University of Genoa - Genoa
- 1986 Diploma in Industrial Expert Chief Technician, Industrial Electronics, State Industrial Technical Institute “G. Galilei” of Albenga - Albenga (SV)

## Masters and certifications

- Certified Project Management Associate \_IPMA Level D
- Master in Human Resources Management, obtained at HKE (Milan)
- Instructor Certification, obtained at ExecuTrain (Turin)
- ECDL Core and Advanced
- ECDL Core Examiner

## Language skills

Italian: mother tongue  
English: good knowledge

## Computer skills

Excellent knowledge of Microsoft Office applications (Word, Excel, Power Point)  
Excellent knowledge of Microsoft Project, Project Libre and Bizagi

## Publications

- Testa, S., Frascheri, S. (2011). *La formazione imprenditoriale in Liguria: opinioni a confronto. Il punto di vista degli attori istituzionali*. Piccola Impresa\_Small Business, 2: 125-137

## Additional Information

- Arata G., Frasccheri S., Revetria R., Testa A. (2012). A Simulation Study for Supporting Maritime Coal Supply Chain Design, *New Trends in Software Methodologies, Tools and Techniques, Proceedings of 11th SoMeT\_12, Frontiers in Artificial Intelligence and Applications*, IOS Press Amsterdam NL, ISBN 1-61499-125-0-413, pp. 558-572.
- Testa, S., Frasccheri, S. (2013). *Non riempire un sacco, ma accendere una fiamma*. Progetto, 1: 65-67
- Testa, S., Frasccheri, S. (2014). "Imprenditori si nasce o si diventa?". Claudio Zaccagnino Editore (Genova). ISBN: 978-88-87984-36-1
- Testa, S., Frasccheri, S. (2015). "Learning by failing: What we can learn from un-successful entrepreneurship education", *The International Journal of Management Education*, 13, 1-12
- Frasccheri, S. (2020). "Le soft skills del manager", FrancoAngeli Editore (MI)
- Frasccheri, S. (2020). "Business Process Reengineering", FrancoAngeli Editore (MI)
- Frasccheri, S. (2021). "Perchè, cosa e come comunicare all'interno dell'azienda", Europa Edizioni.

I authorize the processing of personal data contained in my curriculum vitae in accordance with Legislative Decree 196/2003 and EU Regulation 2016/679

Bardineto, 09/09/2024