Raffaele D'Elia

Solutions Engineer | Enterprise SaaS Implementations & Pre-Sales | HR-Tech

Valencia, Spain | raffaele.delia@gmail.com
linkedin.com/in/raffaeledelia | raffaeledelia.com

PROFILE SUMMARY

Solutions Engineer and PMP-certified program manager with 15+ years of experience in customer-facing technical roles across enterprise SaaS and web platforms. Leads B2B SaaS implementations from sales hand-off to go-live: discovery, configuration and workflow design, data flows and integrations, change management, and customer enablement. HR-tech background implementing an HRIS for EU agencies and multinational employers. Engineering foundation (Politecnico di Torino / Supélec).

At DEISER, pre-sales and delivery on enterprise Atlassian programs, including 18 months embedded at Guess as primary technical point of contact across 20+ teams in the US, Europe, and Asia, alongside a portfolio of strategic enterprise accounts. Founded and ran a digital agency for a decade, owning every project from first sales conversation to delivery and retention. Works in Italian, English, French, and Spanish. AI-literate: agentic AI workflows, LLM tooling, and MCP-based automation.

CORE COMPETENCIES

- End-to-End SaaS Implementations: Hand-off to Go-Live
- Concurrent Project Portfolio Management (PMP)
- Configuration, Workflow Design & Best Practices
- Solution Design: Integrations & Data Flows
- HR-Tech: HRIS & Recruitment Process Mapping
- Change Management & Customer Enablement
- Agentic AI & Automation Tooling
- Pre-Sales Discovery, Demos & Proofs of Concept
- Executive Stakeholder Management (C-Suite)
- Multilingual: Italian, English, French, Spanish

TECHNICAL SKILLS

Platforms and SaaS: Atlassian suite (Jira, JSM, Confluence), Adequasys HRIS, CRM platforms, cloud SaaS architectures
APIs and Integrations: RESTful APIs, webhooks, enterprise system integrations, data flows
AI and Automation: Atlassian Intelligence, agentic AI workflows, MCP integrations, LLM experimentation (frontier models, local models, AI-assisted development)
Project Delivery: PMP, Scrum, Kanban, implementation plans, risk logs, stakeholder communication, Jira, MS Project, Asana, Miro
Web Technologies: JavaScript, HTML5, CSS3, PHP, SQL; earlier development in Java and C++
Cloud and Data: AWS, Docker, GitLab, Power BI, MySQL, MS SQL Server

PROFESSIONAL EXPERIENCE

Solutions Engineer / Technical Account Manager — Jan 2023 - Present

DEISER (Devoteam Group) | Valencia, Spain (Remote)

- **Pre-Sales Technical Lead:** Serve as the technical voice in pre-sales engagements for Atlassian implementations, supporting discovery sessions, scoping, product demonstrations, proof-of-concept delivery, and RFP responses alongside the sales team. Built an AI tool that uses MCP to generate customer-specific Jira demo environments, replacing hours of manual setup and making demos speak the customer's own domain language.
- **Solution Design and Implementation Hand-off:** Translate customer requirements into solution designs, integration approaches, and implementation plans, aligning stakeholders on scope and success criteria before handing over to delivery teams.

- **Global Enterprise Program:** Embedded for 18 months at Guess as the customer's primary technical point of contact, coordinating across 20+ cross-functional teams in the US, Europe, and Asia. Stabilized complex initiatives and aligned platform capabilities with evolving business priorities.
- **Renewal Risk Management:** Identify technical and operational risks to adoption and renewal early, coordinating corrective actions across internal and customer teams and acting as the customer advocate in escalations.
- **Adoption and Customer Enablement:** Lead executive check-ins and business reviews on a portfolio of strategic enterprise accounts, coaching customer teams toward self-sufficiency and bringing voice-of-customer feedback to Product Management and Engineering.

Skills and technologies: Pre-sales demos and proofs of concept, RFPs, Atlassian (Jira Software, JSM, Confluence), Agile (Scrum, Kanban), stakeholder management, enterprise integrations

Project Manager
Sep 2021 - Dec 2022

Sopra Steria | Valencia, Spain

- Led a strategic web development project for GRDF (French national gas distribution company), managing the complete project lifecycle with a geographically dispersed team of 9 developers.
- Handled requirements gathering, scope validation, risk management, and stakeholder communication in a bilingual French/English environment.
- Implemented Agile practices resulting in improved team productivity and on-time delivery of project milestones.

Skills and technologies: PMBOK, Scrum, Jira, HP ALM, Angular, Java, PHP, JavaScript, GitLab, Docker, AWS

Project Manager and HR-Tech Consultant
Jan 2021 - Aug 2021

Adequasys | Alicante, Spain

- Managed full-cycle implementations of the Adequasys HRIS for international customers including EUIPO, ECDC, Eu-LISA, ESMA, ETF, and MAN Truck and Bus, from initiation to closing across multi-country deployments.
- Acted as technical and functional point of contact, mapping recruitment, attendance, absence, and leave management processes onto platform configuration, and managing data flows, access control, and integrations with existing enterprise systems.
- Ran workshops with customer HR and IT teams to agree requirements and success criteria, then drove configuration, data, and integration work through to go-live.

Skills and technologies: Jira, Redmine, PHP, HTML, JavaScript, jQuery, MySQL, MS SQL Server

Founder and Technical Account Manager
Feb 2010 - Dec 2020

Deltamatica | Turin, Italy

- Founded and ran a digital agency for over 10 years, owning the full customer relationship from initial sale through delivery, support, and long-term retention. At peak, ran a multi-disciplinary team of 9 across web development, e-commerce, SEO, and digital marketing, a mix of in-house staff, contractors and long-term collaborators.
- Managed international projects for SME and enterprise clients, consistently delivering on time and on budget while building relationships that lasted years.
- **Digital Analytics, E-commerce and CRO:** Built and managed e-commerce platforms and worked hands-on with Google Analytics, Hotjar, and Microsoft Clarity, using session recordings, heatmaps, and funnel analysis to find friction points in user journeys and drive conversion optimization. Also led email marketing and lead generation campaigns and trained clients on platform usage.

Skills and technologies: Project management, Agile, PHP, HTML5, CSS3, MySQL, JavaScript, SEO, Google Analytics, Hotjar, Microsoft Clarity, Google Search Console

Java Technical Lead
Oct 2008 - Mar 2010

Reply | Turin, Italy

- Managed a development team of 5 for Clickar, a B2B real-time car auction and B2C remarketing platform for FIAT Group Automobiles.
- Developed front-end and back-end for Traloc, an international compounds management system for FIAT Group.

Skills and technologies: JSF, iBatis, CVS, IBM RAD, Oracle

Technical Lead
Oct 2006 - Sep 2008

ALTEN Italia | Turin, Italy

- Contributed to the Internet Banking Portal of Intesa SanPaolo Bank at the ISP National Accountancy Centre. Designer and front-end developer for ZeroTondo and Progetto Giovani web banking portals.

Skills and technologies: Spring, Hibernate, IBM Rational ClearCase, Oracle 10g, Business Objects

Mobile Services Engineer
Jan 2003 - Sep 2006

Telecom Italia | Turin, Italy

- Worked on TurboCall, the first combinational UMTS/3G service by TIM, involving SIP protocol implementation, GSM/3G network integration, and WLAN authentication systems. Developed mobile prototypes for banking and micro-payment applications using Public Key Cryptography and (U)SIM Toolkit.

Skills and technologies: C++/Symbian, SIP, GSM/3G, WLAN authentication, Public Key Cryptography, (U)SIM Toolkit

IT Support Engineer
Feb 2001 - Dec 2002

Politecnico di Torino | Turin, Italy

- Configured and tested computer hardware, software, and network appliances. Developed tools for automatic software distribution and network monitoring.

Skills and technologies: PC hardware, Windows administration, C++, TCP/IP

Software Developer (Internship)
Apr 1999 - Sep 1999

PSA Peugeot Citroën | Paris, France

- Developed a CAD application for embedded communication and GPS systems, offering a 2D graphic interface for assembling components and calculating optimal physical parameters.

Skills and technologies: C++, analog and digital electronic communication systems

EDUCATION

French-Italian Double Master's Degree in Electronic Engineering (Telecommunications) 1993 - 2001

Politecnico di Torino (Italy) and École Supérieure d'Électricité / Supélec (France)

Telecommunications Networks, Computer Networks, Integrated Systems Architectures

Post-Graduate Course in Finance, Marketing, Project Management and Leadership 2003

CEFRIEL / TIM Talent Academy, Milan

CERTIFICATIONS

- PMI Essentials: Seven AI Project Patterns (PMI) Sep 2026
- Prompt Engineering for ChatGPT (Vanderbilt University) May 2026
- AI-Powered Customer Success (Coursera) Feb 2026
- Practical Application of Gen AI for Project Managers (PMI) Apr 2025
- Project Management Professional (PMP) Oct 2023
- OKR Master / OKR Champion Professional Certification Mar 2023
- JavaScript Algorithms and Data Structures (freeCodeCamp) Feb 2022
- Oracle Certified Professional, Java SE 6 Programmer Oct 2010

LANGUAGES

Italian (native) | **English** (fluent) | **French** (fluent) | **Spanish** (fluent)