

# Gianluca Barsaglini

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## PROFESSIONAL SUMMARY

Results-driven technology and operations professional with a background in industrial automation, software systems, and client-facing technical leadership. Experienced in coordinating cross-functional teams, managing high-impact operational issues, and supporting the delivery of complex solutions for international customers in production-critical environments. Combines technical depth with strong communication, stakeholder management, and process improvement capabilities. Currently strengthening strategic, financial, and managerial expertise through graduate studies in Information Technology and an MBA, with the goal of contributing in technology management and operational leadership roles.

## WORK EXPERIENCE

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**Fellowship Co., Ltd. | 株式会社フェローシップ.**

**Tokyo, Japan**

***Industrial Automation Software Engineer***

**2026 - Present**

- Deliver software development, technical support, and troubleshooting for industrial automation and vehicle self-driving systems used by international clients in production and logistics environments.
- Analyze application behavior, SQL data, and system workflows to identify root causes of incidents, resolve production issues, and improve overall system reliability and performance.
- Work directly with customers to gather technical details, explain findings clearly, and coordinate issue resolution between client teams and internal engineering departments.
- Support business-critical downtime scenarios by investigating failures, restoring functionality quickly, and helping minimize operational disruption.
- Collaborate with cross-functional and international teams on both independent and large-scale initiatives, adapting to customer needs and project priorities.

**Modena, ITALY**

**FEAB system LTD. – E80 Group contractor.**

***Software Engineer***

**2024 - 2026**

- Developed and implemented industrial automation and vehicle self-driving solutions using C#, SQL, HTML, Java, XML, enhancing production flow and increasing overall productivity for clients worldwide.
- Managed and analyzed large-scale databases, optimizing data processing and system efficiency through advanced querying and data management techniques.
- Provided timely assistance during critical technical infrastructure downtimes, ensuring minimal disruption to client operations and maintaining system integrity.
- Led and collaborated on projects of varying sizes, from solo initiatives to large team efforts, demonstrating adaptability and strong teamwork skills.

**Hospitality Corp.**

**Toronto, CANADA**

***Operations Manager***

**2023 - 2023**

- Operational management and quality control in high season: effective supervision of daily operations during the peak season, ensuring adherence to company standards. Direct engagement in supporting staff, promoting a professional work environment focused on customer satisfaction.

- Safety and Hygiene maintenance in intense periods: rigorous attention to the safety and hygiene of equipment and food, especially crucial during high-traffic periods. Adoption of strict procedures to ensure compliance with health regulations.
- Process optimization and team leadership in high season: Efficient team coordination to reduce waiting times and maintain order, especially during high footfall. Motivational leadership of the staff to achieve common goals and improve productivity.
- Financial and operational management in peak period: Handling opening and closing responsibilities of the venue during high season, including cash operations and daily fund management. Accurate management of financial transactions to ensure efficiency and security.

## **Hastec LTD**

**Tokyo, JAPAN**

### ***Ground operations Specialist, Property Management***

**2022 - 2023**

- Staff Training and Efficiency Enhancement: Successfully trained and onboarded new staff members in effective housekeeping techniques. This initiative significantly increased productivity, demonstrating my ability to effectively communicate knowledge and improve operational efficiency.
- Ground Operations and Propriety Management: Demonstrated expertise in ground operations of maintenance and service. My role involved coordinating diverse tasks, ensuring compliance with safety regulations, and managing resources efficiently to maintain optimal operational flow.

## **Aurora**

**ITALY**

### ***Business Owner,***

**2020 - 2023**

- Active Management in Challenging Times: Led a company in the hospitality industry in a disadvantaged area during COVID-19, directly managing daily operations with a hands-on approach.
- Innovative Cost-Saving Strategies: Implemented local sourcing and waste reduction, reducing operating expenses by 15% annually and enhancing business sustainability.
- Problem-Solving Adaptability: Developed quick-thinking and creative solutions to unforeseen challenges in a dynamic business environment.
- Excellence in Hospitality and Customer Management: Focused on hospitality and customer relations, creating a welcoming atmosphere that increased loyalty and improved the café's reputation.
- Leadership and Team Development: Motivated and developed the team to ensure exceptional service, fostering a positive work environment and boosting service quality and financial results.

## **TECNOMECC BORGHI S.R.L**

**Modena, ITALY**

### ***Internship***

**3 months; 2018**

- Developed electronic systems and created electrical panels for ceramic automation equipment, automated tile handling processes to enhance production efficiency, coordinated logistics for timely delivery and installation of machinery, performed machining and mechanical assembly, and executed wiring of electrical systems adhering to safety standards, contributing to overall performance optimization.

## **Aeroporto Di Parma So.Ge.A.P. S.P.A.**

**Parma, ITALY**

### ***Internship***

**3 months; 2018**

- Technical Documentation Management and Coordination with Ground Staff: During my internship at the airport, I translated and managed technical documentation, closely collaborating with ground staff.

This experience allowed me to develop key skills in understanding and processing complex technical information, as well as improving my communication and coordination abilities in a dynamic, result-oriented environment.

## **EDUCATION**

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<b>Queen Mary University of London (UoL)</b>	<b>London, UK</b>
<b>MBA</b>	<b>2028</b>
<b>University of the People</b>	<b>Pasadena, CA, USA</b>
<b>Master's degree, Information Technology</b>	<b>2026</b>
<b>University of the People</b>	<b>Pasadena, CA, USA</b>
<b>Bachelor's degree, Computer Science</b>	
<b>University of the People</b>	<b>Pasadena, CA, USA</b>
<b>Associate degree, Computer Science</b>	
<b>Intercultural Institute of Japan</b>	<b>Tokyo, JAPAN</b>
<b>Japanese Language</b>	
<b>Istituto Nobile Aviation College</b>	<b>ITALY</b>
<b>Technical Diploma in Transport and Logistics with Aeronautical specialization.</b>	

## **PROFESSIONAL CERTIFICATION**

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<b>Google</b>	<b>Tokyo, JAPAN</b>
<b>Project Management Professional, ID: L4Z2C6PPWXTJ</b>	<b>2022</b>
<b>IBM</b>	<b>Tokyo, JAPAN</b>
<b>Full Stack Software Developer, ID: 7H9DQZBZATYU</b>	<b>2022</b>
<b>Google</b>	<b>Tokyo, JAPAN</b>
<b>UX Design, ID: L7WHJ4K998HE</b>	<b>2022</b>
<b>Google</b>	<b>Tokyo, JAPAN</b>
<b>Data Analytics, ID: NGMF2FMWEVK3,</b>	<b>2022</b>

**IBM** **Toronto, ON, CANADA**  
*DevOps and Software Engineering,*  
*ID: GH2FGEQFYCG* **2023**

**Microsoft** **Toronto, ON, CANADA**  
*Microsoft Azure Associate AZ-204,*  
*ID: 7ZVN6YEUXLY4* **2023**

**Harvard University** **Cambridge , USA**  
*Computer Science for Artificial Intelligence.* **2023**

**IBM** **Toronto, ON, CANADA**  
**Applied AI,**  
**ID: TES6JXJK5M6Z** **2023**

**IBM** **ITALY**  
**Data Science** **2024**  
**ID: BTE8M55AK6NC**

**IBM** **ITALY**  
**Cybersecurity Analyst** **2024**  
**ID: 4PYVQTULVF4Y**

## LANGUAGES

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**Italian** **Native**

**English** **Fluent**

**Portuguese** **Native**

**Spanish** **Basic**

**Japanese** **Basic**

## SKILLS

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**Project Management, Industrial Automation, Agile Methodologies, Vehicle Self-Driving Automation, Full-Stack Software Development, Python, C#, SQL, HTML, Java, XML, Stored Procedures, Data Management, Large-Scale Database Analysis, Cost Optimization, Process Improvement, Team Leadership, Operational Management, Quality Control, Technical Documentation, Communication Skills, Data Analytics, Microsoft Azure, Artificial Intelligence Applications, Technical Support During Critical Downtimes, Cross-Functional Team Collaboration, Client Relationship Management, Problem-Solving Skills, Critical Infrastructure Management, Adaptability, Software Architecture, Object-Oriented Programming, Git, CI/CD, System Integration, Troubleshooting, Testing and Debugging, Machine Learning, Cloud Computing, Performance Optimization, API Development, Analytical Thinking, Quality Assurance.**