

Stefano Colla

IT Project Manager & Systems Engineer

Cloud · Automation · AI for IT operations

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PROFILE

Computer engineer with 15+ years in IT at Italian motorway operators. I combine end-to-end project management (requirements, vendor selection, coordination between suppliers and internal departments) with hands-on administration of systems: Microsoft 365 and Active Directory, internet-facing Linux servers, GIS, identity and single sign-on. In recent years I have brought automation and AI agents into IT operations, connecting them to the CMDB and to service management processes.

EXPERIENCE

IT Project Manager — Milano Serravalle – Milano Tangenziali S.p.A., Assago (Milan) 07/2021 – present

Projects

- End-to-end management of digital transformation projects, from requirements analysis to release.
- Technical review of a Microsoft Azure Cloud Foundation proposal (hub-and-spoke landing zone, multi-subscription model).

Systems

- Administration of the Microsoft infrastructure: Microsoft 365, Active Directory, Group Policy; planning and troubleshooting.
- SAML single sign-on between a Salesforce Experience Cloud portal (about 50 internal users) and Microsoft Entra ID, with MFA, High Assurance sessions and JIT provisioning.
- Operation of production Linux servers running internet-facing services, including streaming of about 25 webcams to the corporate website and about 5 partners: TLS hardening, secrets management, patch management.
- Administration of the ArcGIS Enterprise GIS platform (including Survey123) and of the ARXivar Next document management system.

Automation and service management

- Administration of service and incident management on Freshservice (thousands of tickets per year): configuration, workflows, ticket handling rules.
- CMDB ownership on CMDBuild READY2USE (about 2,000 configuration items); introduced AI agents (Claude) integrated via MCP that automatically generate the infrastructure inventory and architecture diagram, cutting update time by about 80%.
- Automated compliance checks (e.g. shift schedules against Italian working-time law and the national labour agreement) and integrations with Power Automate and SFTP.

IT Project Manager — Autostrada Pedemontana Lombarda S.p.A., Assago (Milan) 04/2016 – 06/2021

- End-to-end project management, over 5 years, of the toll payment software, the company's core business system.
- Requirements gathering with all internal stakeholders and definition of the technical specifications.
- Selection of the technical partner for software development.
- Coordination between the external supplier and all 5 departments of the company.

IT System Engineer — Milano Serravalle – Milano Tangenziali S.p.A., Assago (Milan) 06/2009 – 03/2016

Joined in 2009 as Highway Systems Planning & Development Specialist.

- Administration and support of Windows and Linux systems.
- Development and management of databases, data warehouse solutions (SQL, PL/SQL) and reporting.

EDUCATION

MSc in Computer Engineering, Automation track — University of Pavia 2009

110/110 cum laude. Thesis carried out at Brambati Automazione S.r.l. (2008–2009): industrial plant automation, Siemens PLC programming.

BSc in Computer Engineering — University of Pavia 2004

CERTIFICATIONS

Microsoft Certified: Azure Administrator Associate (AZ-104) — in preparation

SKILLS

Project management: requirements analysis, technical specifications, vendor selection and management, stakeholder coordination

Microsoft systems: Microsoft 365, Active Directory, Group Policy, Windows Server, PowerShell

Linux and security: Debian, systemd, SSH, TLS/PKI, hardening, firewalls, patch management

Cloud: Microsoft Azure, VPS, Git

Identity: SAML 2.0, Microsoft Entra ID, single sign-on, MFA

Applications: ArcGIS Enterprise, Survey123, Salesforce, Freshservice, CMDBuild, ARXivar Next, SAP BusinessObjects

Data and development: SQL, PL/SQL, data warehousing, Python, Java, JavaScript, Bash

Automation and AI: Power Automate, Claude agents, Model Context Protocol (MCP), agent skills and plugins

LANGUAGES

Italian: native · English: B2 reading; B1 listening, speaking and writing (CEFR)

VOLUNTEERING

Volunteer at Anffas Pavia (non-profit), 07/2017 – 03/2020