



Ezio Dal Bo

Salesforce Tech Lead

● Milan, Italy

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PROFILE

Tech Lead with over 30 years of IT experience and more than 10 years on the Salesforce platform. Specialized in solution design, technical governance, integrations and development team coordination in enterprise environments, with experience in banking, insurance and energy.

SKILLS AND CERTIFICATIONS

Salesforce Platform: Apex, Lightning, Visualforce, LWC, Flow, SOQL • Integrations: REST/SOAP, ETL, middleware and legacy systems • Governance: solution design, code review, releases, Agile and DevOps • Industries: banking, insurance and energy • Mobile and systems: iOS, Objective-C, JavaScript, Cordova, Unix/Linux/Windows.

Salesforce: Salesforce Certified Platform Developer I (2017), Salesforce Certified Platform Administrator (2018), Salesforce Certified Agentforce Sales Consultant (2019), Salesforce Certified Platform App Builder (2020). • Other: Advanced Citrix Server Implementation and Citrix MetaFrame 1.8 to XP (2001), ECDL Full (2003).

PROFESSIONAL EXPERIENCE

06/2026 – Present

Salesforce Tech Lead

TenEnigen – Cloud Computing Consulting

Client: Enel X

Technical Lead for Salesforce CRM initiatives.
Technical analysis, solution definition and solution design.
Technical governance, release validation and development coordination.

01/2021 – 05/2026

Salesforce Senior Consultant

TenEnigen – Cloud Computing Consulting

Clients: Intesa Sanpaolo, Banco BPM, BPER, eGeos

Development team coordination and delivery responsibility.
Support for banking stakeholders, ETL processes and regulatory integration.
Requirements gathering and definition of integration infrastructures.
SPOC for the internal Factory.

02/2018 – 12/2020

Salesforce Senior Consultant

TEN – Tecnologie & Networking

Clients: Intesa Sanpaolo, Orangina

Salesforce Banking delivery, team coordination and ETL support.
Development and releases using Lightning Components, Agile and DevOps.
Supervision of mobile integration and Salesforce data consistency for Orangina.
Development methodology instructor for the internal Salesforce Academy.

01/2016 – 01/2018

Salesforce Consultant

TEN – Tecnologie & Networking

Client: Intesa Sanpaolo

Supervision of ETL processes for DSI Corporate Banking.
Migration of ETL scheduling from Autosys to Tivoli Workload Scheduler.

PROFESSIONAL EXPERIENCE · SALESFORCE AND MOBILE

01/2014 – 01/2016

Salesforce Developer

TEN – Tecnologie & Networking

Clients: Agos, Intesa Sanpaolo, Endemon

Development of REST services for iOS/Windows 8 apps and external-system integrations.
Apex triggers, scheduled classes, Visualforce and Lightning Components.
SSO on Force.com Site, online payments and Corporate Banking automation.
Migration of features and pages from Salesforce Classic to Lightning Experience.

01/2013 – 01/2014

Senior Analyst and Developer · Senior Mobile Developer

TEN – Tecnologie & Networking

Clients: Retail, Orangina and others

Drools functional analysis and Salesforce integration.
Hybrid and native iOS apps using Salesforce Mobile SDK, Objective-C, HTML5/CSS, JavaScript, Cordova.
Multilingual retail applications and GLSMobile 2.0; Windows 8 apps using WinJS.
Team Lead for iOS projects.

08/2012 – 12/2012

Senior Analyst and Developer

One4 S.r.l.

Clients: Accenture Multimedia Agency, ABB

iPad demos for insurance policies, EXPO 2015 and mobile catalogues using Objective-C/Xcc.
ABB ServiceNow website testing and WordPress development.

05/2012 – 07/2012

Senior Developer

Extra.it

Merchandise catalogues for iPad using Xcode, SQLite and AppCatalog.
Windows patch development using Visual Studio 2010.

11/2011 – 04/2012

Senior Analyst and Developer

One4 S.r.l.

Client: Accenture Multimedia Agency

iPad dashboard demo based on QlikView and Core Plot.
HTML DEM and C# console application development.

07/2011 – 08/2011

Senior Systems Administrator

AGM Solutions

Client: ZF

Local and remote Windows software installation via SMS and Windows Server 2003 support.
EMEA Active Directory, server/client/printer, Cisco VoIP and BlackBerry management.

02/2011 – 03/2011

Senior Analyst, Developer and Systems Administrator

A Company S.r.l.

Gentoo/Debian Linux systems and ZoneMinder installation.
iPad integration with the DVQuadro system for home and building automation.

PROFESSIONAL EXPERIENCE · SYSTEMS, RESEARCH AND DEVELOPMENT

01/2009 – 02/2011

Senior Analyst, Developer and Systems Administrator

Nova Semantics

Mobile analysis and development in C, C++ and Objective-C; developer training.
Windows/Linux and Gentoo systems, servers/clients and network printers via Sai

05/2010 – 10/2010

Senior Analyst and Developer

Mixel S.c.a.r.l.

Clients: Mediaset, Communication Week

Migration of iColorado1 from Objective-C/iPhone to C++/Nokia.

iPhone/iPod/iPad apps: Setcom, iColorado2 and AllStars.

- 01/2007 – 12/2009** **Radiation Safety Controls Manager**
Philips Medical Systems S.p.A.
Organization of procedures and administration of the safety system for personnel radiation risk.
Attendance, holiday, sick leave and permit management with Human Resources.
- 10/2006 – 08/2008** **IT Instructor**
CTP di Arcore
Coordination of evening secondary-school courses in Trezzo and Arcore.
IT instruction for adults and teaching support for mathematics and English.
- 05/2007 – 09/2007** **University Administration Assistant**
University of Milan
Student support for university services and study plans.
- 01/2006 – 09/2007** **Analyst and Developer**
University of Milan · Community Informatics Laboratory
Research and implementation of innovative technologies for e-learning applications.
- 09/2006 – 01/2007** **University Tutor**
University of Milan
Laboratory tutor for the Algorithms and Data Structures course.
- 09/2006 – 10/2006** **Customer Desk Operator**
Gemini Servizi Tecnologici S.p.A.
Presentation of the Agos product offering to prospective customers.
- 11/2000 – 08/2006** **Analyst, Developer and Systems Administrator**
S.L.T.I. S.a.s.
Analysis and development using Visual Basic .NET, Java and C++.
Unix, Windows and Windows TSE installation; on-site and remote customer support
Administrative support for customer and supplier invoicing.

PROFESSIONAL EXPERIENCE · CONTINUED

12/1995 – 12/1999

Developer

Software Line S.n.c.

Development of C procedures for banking applications.

EDUCATION

2002 – 2005

Degree in Computer Science

University of Milan

Thesis: “Development of an inference-based search engine using ontologies for Learning Object cataloguing”.
Supervisor: Fiorella De Cindio; co-supervisor: Laura Anna Ripamonti.

1994 – 1995

Industrial Technical Diploma · Information Technology

ITI Costanza, Milan

Technical analysis and software development.

LANGUAGES

Italian • Native

English • Professional working proficiency; good reading, writing and speaking skills

ORGANIZATIONAL SKILLS

Coordination of teams, delivery, stakeholders and human resources.
Organizer of the “C&T Communities and Technologies 2005” workshop.
ANPAS Lombardy coordinator during civil service (12/1999–10/2000), managing ambulance logistics for emergency service and Civil Protection requests.

COURSES AND ADDITIONAL INFORMATION

Robotics · University course, February 2004.
Mathematica and statistical models · December 2003.
Category B driving licence.
Interests: guitar and ice skating.

TECHNICAL SKILLS

Salesforce & CRM

Salesforce.com, Apex, Visualforce, Lightning Components, LWC, Flow, SOQL, Force.com Sites, Change Sets, Developer Console.

Integrations & Architecture

REST, SOAP/WSDL, ETL, SSO, HTTPS services, middleware, Agile, DevOps, solution design and technical governance.

Languages & Web

C, C++, Objective-C, Java, JavaScript, Apex, SQL, Visual Basic; HTML, XHTML, XML, CSS; ASP Classic, ASP.NET, JSP/Servlet.

Mobile

iOS/iPhone/iPad, Xcode, Salesforce Mobile SDK, Cordova/PhoneGap, jQuery Mobile, WinJS, Windows 8/Metro, Nokia.

Operating Systems

AIX, Unix System V, Gentoo/Debian Linux, Windows 95–8.1, Windows Server NT4–2008, Windows TSE/Citrix.

Databases & Application Servers

Access, MySQL, SQLite; Apache Tomcat.

Tools

Eclipse, NetBeans, Visual Studio/.NET/2010/2012/2013, Xcode, Force.com Explorer, SqlXplorer, MS Office, OpenOffice, Adobe.

PERSONAL SKILLS

Strong interpersonal skills developed in organizations of different sizes and industries. Solid organizational, teamwork and team-management skills, with a delivery-focused approach.