



Dalma DEGLI ESPOSTI

Certified IT Project Manager with 10+ years of experience leading cross-functional teams in the energy utilities & EV-charging industry. Industrial Engineer with a Master of Science degree, skilled in problem-solving and open to engaging business challenges. Proficient in service management, with a strong passion for driving digital transformation.

PROFESSIONAL EXPERIENCE

Volkswagen Group Charging GmbH – Elli **Munich, Germany**
10/2021 – ongoing
Senior Manager Service Development

- Developed standardized cross-company **operational processes** and **aftersales services (incl. sales offers)**, to support the growth and the quality of the charging infrastructure business in over 21 EU markets.
- Defined functional **requirements** for the CRM and ERP platform, aligning implementation timelines and budget with **agile** development teams.
- Central **point of contact** for product management, operations, IT and process management and coordinated **collaboration** with external partners, service providers, suppliers, and customers.
- Ensured quality in daily operational service delivery by establishing and tracking defined **KPI dashboards** and Service Level Agreements.

Sopra Steria SE **Munich, Germany**
01/2019 – 09/2021
Senior Consultant Industries

- Led cross-functional teams and **PMO** in the successful delivery of major **digital transformation** projects at 2 leading German utilities.
- Implemented Agile (**SAFe, Scrum, LeSS, Spotify, Kanban**) and Waterfall project methodologies based on customer requirements.
- Supported senior management in developing strategic **business cases** and portfolio of services for IT projects.

Kraftanlagen Energies & Services GmbH **Munich, Germany**
05/2016 – 12/2018
Project Engineer / Project Manager

- Managed **project development** for the **Renewable Energies** department, identifying new potential projects for **product positioning** in EU target markets.
- Supervised **permitting** procedures and agreed **project planning**, maintaining positive relations with public authorities and external suppliers.
- Coordinated feasibility studies, basic design and **due diligence** assignments with JV partners and external stakeholders.

Sdi SpA **Milan, Italy**
10/2014 – 04/2016
Sales Engineer / Key Account Manager

- Supported the Sales Director in the **tendering and contract phase**, assisted existing clients and gained new customers in the industrial automation sector, contributing to market share expansion in Northern Italy and the DACH region.

EDUCATION

Politecnico di Milano Milan, Italy
Bachelor + Master of Science in Energy Engineering *Graduation: Apr 2014*

Technische Universität München Munich, Germany
Erasmus Program – MSc in Mechanical & Power Engineering *Oct 2011 - Sep 2012*

CERTIFICATIONS

Project Management & IT PMP® Certification - PMI | **Prince2** | **ITIL® 4** Foundation

Agile Methodology - Scrum.org Professional Scrum Master (PSM I)
Professional Product Owner (PSPO I)

Salesforce CRM Salesforce Certified Administrator
Salesforce Marketing Cloud Email Specialist

AI/ML Methodology Generative AI for Everyone (DeepLearning.AI)
Generative AI Fundamentals (Google Cloud Skill Badge)

PERSONAL DATA

- Dalma**
Degli Esposti
- Theresienstr. 120**
80333 Munich
- +49 (0)152 38200704**
- dal.degliesti@gmail.com**
- BIRTH DATE**
04.12.1989
- NATIONALITY**
Italian, German

IT-SKILLS

- JIRA, Confluence ●●●●●
- Azure DevOps ●●●●●
- MS-Project, Visio ●●●●●
- MS-Office ●●●●○
- Salesforce ●●●○○
- Python, PyCharm ●●○○○
- Robot Framework ●●○○○
- PowerBI, Tableau ●○○○○

LANGUAGES

- GERMAN** Fluent – C1
- ENGLISH** Fluent – C1
- ITALIAN** Native
- SPANISH** Intermediate – B1

INTERESTS

Traveling, Innovation Technology, Photography, Art, Ski, Tennis, Hiking, Football, Digital Marketing