

# Francesco Gaddari

Address : Bergamo (BG) - Italy  
Telephones :  
E-mail :  
  
Date of birth : 1971 (Bergamo – Italy)  
Nationality : Italian  
  
Civil Status: Married

## Professional Experience and Achievements

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Almost 30 years experience in DHL (Express division), express parcel transportation and airline operations industry, with different roles as described below

### **Dhl Aviation-Orio al Serio Bergamo**

1996 – 1999

Agent, (1996-1997)  
Lead Agent, (1997-1998)  
Supervisor (1998)  
Coach and Trainer (1999)

### **Dhl Aviation France**

2000-2001

Senior Supervisor

Duties/achievements:

NCG, SORT and RAMP Senior SPV  
Start up and development of ETZ HUB.

### **Dhl Aviation Italy**

2001-2002

THP Project team  
Rubattino project leader  
WRH Senior SPV

Duties/achievements:

As team member and expert for THP 2 I gave my contribute for BGY HUB harmonisation  
Responsible for the project, organisation and follow up of MIL sorting activities back to BGY

AM Senior Supervisor. Harmonisation of PM and AM activities. Int'l vans loading activities revision. Sorting process revision. SST revision. NCY revision. WE and AM Transit simplified procedure implementation. Offload revision. SEE project deployment and consolidation.

2002-2004

Night Sort Manager (AM PM shifts)

Duties:

Responsible of management of PM/AM operations, 250 tons night, 150 FTE's

Achievements:

Pipeline visibility increase ( Containerisation for AM splits, vans sealing and messaging)

Contingency Handbook management

2004-2007 Sort Manager (AM-PM-WE shifts):

Duties:

Responsible for all week long Sort operations; availability is required to carry out management duties and/or contingencies and keep alive internal and external contacts, 340 tons night, 220 FTE's

Achievements:

NCY Process revision (2004)

AHS 3 deployment (2005)

October 2005 contingency management (BGY-HUB total closure)

Yearly improvement on Italy Cluster performances vs previous year

ISO recertification (2006)

TMP deployment at BGY-HUB

Customs Bonded Area reorganization

2007-2010 Performance/Process Director H&G Med. Cluster

Managed the Service Improvement and Applications department, improving the H&G Mediterranean cluster performance in line and above the regional and cluster defined targets. Locally managed 13 core applications, implementing regionally and locally required changes .Developed and managed the Intranet pages for the above mentioned departments .

Responsible also of productivity improvement was Sponsor for TMP, THI, TMP Ramp and First Choice programs

ISO management standard and OHSAS certification under the role

Main Achievements:

TMP, THI, First Choice deployment in BGY.

Participation to the development and deployment of the global tool HRS in OPMS.

Opening of BLQ Gateway as Project Manager (2007-2008)

ISO recertification, OHSAS deployment for certification

### **Dhl HUB Leipzig**

2010-2011

OPS Weight Watcher and Development Manager

Achievements

WW enhancement with dedicate program

Focus team pilot project for performance management and improvement in LEJ sort

## **Dhl Aviation Bergamo**

2011-2013

Mediterranean Gateway Director and from January 2013 responsible also for all Italian GTWS (4) Guide ,Support and control the GTWS in meeting and exceeding company targets.

Main Achievements:

Opening of Malta GTW  
New TLV GTW process deployment  
Optimization program in TLV GTW process  
GSOP Certification for ATH GTW  
Lean House in TLV Customs  
Opening of Naples Gtw  
Support the decentralization program of Med and IT GTWS

## **Dhl Express Bergamo**

2013- March 2015

Sort and Ramp Manager

Main achievements:

Lean House program deployment in Sort  
BAH-BGY-BAH new route deployment  
BGY HUB Contingency closure management

## **Dhl Express Ground Europe**

March 2015 Onwards

Infrastructure and Engineering Program Manager

Main Achievements

Responsible for France Expansion Program (NCE/MRS/MPL/RNS/Annecy/MLH/PSP/GVL and others)  
Strong support in MXP successful Project last year with major focus on transition elements  
BLQ GTW and CDG HUB Projects transition preparation go live in 2021  
LIL GTW, MLV SVC, TLS GTW, transition and go lives  
Regional Program Manager with Steering Board Senior User and Executive function in different project for assigned country (FR/IT/HR/GR/CY/MT and others for a total of 500 m eur + investments)  
From 2021 onwards in addition Program Director LYSHUB Greenfield 121 m eur investment

## **Education and Training**

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1984 – 1989 Classical Lyceum Paolo Sarpi- Bergamo Graduate .  
1990-1994 University degree of Physical Education – Superior Institute of Physical Education – Milano  
Post Degree in Theory of Training at The University of Borgogna – Dijion – France  
2006/2007 Enrolment in the Course of “Economia e amministrazione delle Imprese” University of Bergamo  
2012/2013 onward Degree in Philosophy (L-5 Class)  
2015 Prince 2 Project Management Foundation and Practitioner Level

## Company Training and Certificates

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First Choice Master Bronze (LEAN), all Aviation OPS related Courses, Several Communication, Team Building, Project Management Courses, Coaching Courses. Lean trainings, Change Management courses.  
CIS/CIM training Management for Success  
Regional Management Workshops

## Language skills

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Italian: mother tongue  
English: fluently spoken and written  
French: fluently spoken and written  
German: Basic  
Spanish: Basic

## Computer Application skills

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Microsoft Office Suite (including development and automation of new tools, such as reports and action logs)  
knowledge of OPMS (Operations Performance Management System) and reporting tools  
DHL Operations systems : knowledge of AHS and good knowledge of NMIV, BAR suite, CDS, and other application.  
knowledge of pick up and delivery tools  
Power BI  
Project Professional  
Visualization Tools  
Autodesk  
BIM management

## Other Professional Activities

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Responsible of a Sport Centre ( 1995-1996 )  
Coordinator of Summer activities for babies – ITALIAN UNION OF SPORTS AND LEISURE –UISP- Bergamo, (1993-1996)  
Responsible of co-ordination activities for childhood and youth UISP Bergamo (1993-1996)  
Member of The Handicap Project- Coni Bergamo.  
Member of The Commission for Promotional Activities – Coni Bergamo (1994-1997)  
Teacher of physical Education at primary schools in Bergamo as motricity expert  
Coach of blind sport activities (National and local team Torball-Goalball) 1998-2000 and 2015-2022

## References

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Available upon request