



GIORGIA BERTOZZI



Accomplished professional with a strong background in leading Information Technology transformations and driving business innovation across EMEA, AMER, and APJ.

Executive leader recognised for exceptional sales acumen and strategic execution while delivering transformative solutions. Expertise in leading transformative programmes, ensuring regulatory compliance, delivering successful IT and business transformations and leading high-performance teams to drive cloud growth. Exceptional communication skills and proven ability to translate design needs into pilot initiatives and programme rollouts.

CORE PROFICIENCIES

- Strategic Planning & Prioritisation
- Transformation & Change Management
- Budget & Financial Management
- Global Sales & Delivery Mngmt
- Project & Programme Management
- Change Management Communication
- IT Risk Assessment & Mitigation
- Stakeholder & Account Management
- Regulatory Compliance

PROFESSIONAL EXPERIENCE

Microsoft, London

Mar 2020 – Present

UK Cloud Practice Leader

Dec 2023 – Present

Lead Cloud Consumption for Microsoft Industry Solutions UK.

- Recovered the gap in the UK Consulting business unit after 2 months of being in role, increasing actuals forecast by ca +20%.
- Rapid career progression, promoted two times within four years in the company.

EMEA Sales & Delivery Excellence Lead

Dec 2021 – Dec 2023

Led complex solution change initiatives across Europe, Middle East and Africa, driving change management strategy and delivering effective transformations. Identified and addressed strategic business and account requirements, developing solution roadmaps to improve deals and delivery management for Microsoft Consulting teams worldwide.

- Contributed to recovering 15% of the deliveries at risk for all the Consulting accounts in the Western Europe area.
- Led a team of 15 Regional PMOs in EMEA during business transformation while establishing global standardization and compliance for contracting processes worldwide.
- Recognized as one of the most talented Microsoft employees in the UK in FY23.
- Coached Western European Consulting teams accelerating customer deals and digital transformation by providing market knowledge, sales expertise, deal and delivery management across 12 countries: Austria, Belgium, Denmark, Finland, Ireland, Italy, Netherlands, Norway, Portugal, Spain, Sweden, and Switzerland.
- Improved revenue forecasting accuracy from 80% to 95% and contributed to increase in sales on strategic accounts from FY21 to FY22 by implementing deal and delivery hygiene practices and coordinating recovery plans.
- Coached key sales and delivery roles towards integrated customer planning.
- Delivered strategic leadership on delivery motions/strategies for up-selling and co-selling opportunities.

UK Account Delivery Executive

Mar 2020 - Dec 2021

Served as the customer satisfaction point of contact for strategic Consulting accounts in the UK by managing and developing relationships with key accounts in the Financial Services and Energy sectors. Led negotiations and signed contracts of multimillion-dollar value, while overseeing the design, planning, and execution of transformation programmes and leading partner deliveries for key accounts.

- Doubled pre-sale impact and increased sales by 4 times in less than 1 year in strategic accounts.

- Contributed to recovering 60% of the deliveries at risk for all the Consulting accounts in the UK within 6 months by leading the transformation hygiene and quality assurance programme with UK Account Delivery Executives.
- Received the Microsoft Collaboration award in March 2021 for resolving a difficult relationship with a key account.

PwC, London

May 2016 - Feb 2020

Strategy & Transformation Senior Manager

Managed technology change deliveries for Financial Services clients, identifying and mitigating risks to ensure successful project and portfolio outcomes. Provided independent transformation & risk assurance for client transformations to meet regulatory requirements and shareholder concerns, working with risk as well as internal and external audit teams. Ensured global third-party compliance with international standards (eg ISAE3402). Strengthened programme and project management functions, implementing business change frameworks and target operating models.

- Doubled revenue for assurance transformation proposition and expanded team size from FY17 to FY18.
- Tripled net client revenues in strategic accounts from FY18 to FY19.
- Rapid career progression with 3 promotions in 4 years, achieving Senior Manager promotion in less than 18 months.

EY, Bologna

Jun 2014 - Apr 2016

IT Risk & Assurance Consultant

Worked across multiple sectors, including Energy, Automotive, and Mechanical, assisting clients in leveraging technology for competitive advantage. Optimized and safeguarded clients technology through application controls, security, third-party reporting and IT risk consulting. Led design, review and preparation for Sarbanes-Oxley compliance. Conducted IT external and internal audits (IT General Controls, IT Application Controls and Substantive Controls), assessing IT risks and ensuring compliance with international standards. Built and maintained client relationships to foster business.

ADDITIONAL EXPERIENCE

Project Manager at the University of Bologna and the National Inter-university Consortium for Telecommunications, working on telecommunication research projects funded by the European Commission (EC) from reporting and compilation of the grant application (approved as a FP7 project for Networks of Excellence) and subsequently managing millions in research budget. In charge of technical and scientific coordination of the Italian research team and of the quality assurance for all the European partners. Leader of the Local Organizing Committee for the 23rd European Conference on Network and Communications (EuCNC), one of the Europe's premier events in communication networks financed by the EC.

EDUCATION & CREDENTIALS

Master of Science in Management Engineering | University of Bologna

Bachelor of Science in Management Processes Engineering | University of Bologna

Professional Training

Oxford Artificial Intelligence Programme | University of Oxford

State Qualification in Information Engineering | University of Modena

Certifications:

PROSCI Integrating Agile and Change Management

PROSCI Change Management for Managers

PROSCI Change Management Methodology Application Programme

PROSCI Change Management Foundation and Practitioner

Power Platform Fundamentals PL-900

Dynamics 365 Fundamentals MB-901

Microsoft 365 Fundamentals MS-900

Azure Fundamentals AZ-900

Agile Project Management ("Agile PM") Foundation and Practitioner

Manage Successful Programmes ("MSP") Foundation and Practitioner

Information Technology Infrastructure Library (“ITIL”) Foundation and Practitioner
Projects In Controlled Environments2 (“Prince2”) Foundation