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Francesco Esposito

Business Process Lead · Automation & Data

About Me

Hi, I'm Francesco. I'm a tech professional with a background in technical support, team leadership and process improvement. Over the years, I've moved from systems and network administration to leading support teams and, today, to redesigning how teams work through automation and data. I use Python to build internal tools, automate repetitive tasks and create dashboards that track KPIs in real time, relying on libraries like Pandas and frameworks like Django and Flask when a tool needs to become a web app. I'm meticulous, creative and always focused on practical solutions. For me, a good process is one people actually want to follow, and data is how I prove it works.

Languages

- English (A2)
- Spanish (C2)
- Italian (Native)
- Neapolitan (Native)

Soft Skills

- Problem Solving
- Creativity
- Communication
- Critical Thinking
- Adaptability
- Collaboration
- Continuous Learning
- Curiosity

Hard Skills

- Python
- Pandas
- SQL
- Machine & Deep Learning
- Data Visualization
- HTML + CSS
- JavaScript
- Git
- Django
- Flask
- Web Scraping
- Deployment
- Process Improvement (BPM)
- Process Automation
- Dashboards & KPIs
- AI Agents & LLMs
- REST APIs & Webhooks
- Power Automate
- Zendesk
- CCTV, Access Control & Networking

Experience

2025 - Present

Business Process Lead (BPM & Automation)

Visiotech – Madrid, Spain

2019 - 2025

Technical Support Manager

Visiotech – Madrid, Spain

2015 - 2019

Technical Support Specialist

Visiotech – Madrid, Spain

2005 - 2015

Operations Manager & Technical Lead

starSistemi – Torre del Greco, Naples, Italy

Education

Sep 2024 - Dec 2024

Django Course: Backend Web Development

Udemy – Remote

Oct 2021 - Jul 2022

Data Science & Machine Learning

ID Bootcamps – Madrid, Spain

1999 - 2004

IT and Telecommunications

IIS G.Marconi – Torre Annunziata, Naples, Italy