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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.

## 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

## Education

**Sep 2024 - Dec 2024**

### Django Course: Backend Web Development

**Udemy** – Remote

An intensive, hands-on course focused on mastering Django for real-world web backend development with Python. Through three progressively complex projects — a personal portfolio site, a dynamic business website, and a user-authenticated web app — I built 10 reusable Django apps and learned to manage authentication, user profiles, and private messaging systems. The course emphasized practical application over theory, covering key concepts like CBVs (Class-Based Views), the MVT architecture, asynchronous requests with JavaScript's Fetch API, and deployment to cloud servers. By the end of the course, I had deployed production-ready Django projects and strengthened my backend skills with experience in testing, modular design, and scalable web architecture.

**Oct 2021 - Jul 2022**

### Data Science & Machine Learning

**ID Bootcamps** – Madrid, Spain

A highly practical, industry-focused training program totaling over 450 hours, covering the entire data science pipeline — from Python programming and mathematics to machine learning, deep learning, NLP, data visualization, APIs, and web scraping. The program was designed to simulate a real work environment, emphasizing hands-on learning through continuous projects, peer collaboration, and live mentorship. It concluded with a final project where I applied the skills learned to solve a real-world problem using a complete data science workflow — from data extraction and modeling to presentation and deployment.

**1999 - 2004**

### IT and Telecommunications

**IIS G.Marconi** – Torre Annunziata, Naples, Italy

This technical diploma provided a solid foundation in computer systems, software development, databases, web technologies, and telecommunications. I acquired practical skills in configuring and managing IT systems and networks, alongside theoretical knowledge in mathematics, science, and economics. The program emphasized project collaboration, data privacy, and professional use of English in a highly international context.

## Experience

**2025 - Present**

### Business Process Lead (BPM & Automation)

**Visiotech** – Madrid, Spain

I lead the continuous improvement of the company's operational processes, focusing on efficiency, automation and service quality. I analyze workflows to detect bottlenecks and redesign how teams work, including a full reconfiguration of a department's Zendesk setup, and I automate repetitive tasks with Python and internal tools. I've built real-time dashboards to track department KPIs and documented procedures and operational knowledge. I'm currently developing AI agents that convert and import customer orders, already saving around 20% of the workload of several people in the sales team.

**2019 - 2025**

### Technical Support Manager

**Visiotech** – Madrid, Spain

I led the Technical Support and RMA department for the Italian market, managing a team of up to 8 specialists and allocating resources according to workload. I was responsible for hiring, training and following up on the team, prioritizing incidents and tracking service metrics to improve the customer experience. I helped define the department's internal processes, guided customers through the adoption of Safire, Visiotech's SaaS platform, and reported bugs, security issues and improvement ideas to the development team.

**2015 - 2019**

### Technical Support Specialist

**Visiotech** – Madrid, Spain

I provided L1 and L2 technical support during a period of strong company growth, becoming a technical reference for the team. I diagnosed and solved complex issues in CCTV, access control, intrusion, IP video intercom and network systems, handling high volumes of tickets and calls. I gave pre-sales and post-sales support to professional customers and installers, delivered training sessions and product demos, and shared field feedback with product managers and manufacturers to improve hardware.

**2005 - 2015**

### Operations Manager & Technical Lead

**starSistemi** – Torre del Greco, Naples, Italy

I managed the company's operations and technology infrastructure, combining technical responsibility with a business view. I ran the full cycle of sales, purchasing, logistics and invoicing in years with a turnover above €1M, and designed and maintained the company's IT infrastructure, networks and servers. I also provided pre-sales consultancy and technical support for electronic security solutions, bridging the commercial and technical sides of the business.

## Languages

Based on the CEFR levels

| | COMPREHENSION | | SPEAKING | |
|---|---|---|---|---|
| | Listening | Speaking | Reading | Writing |
| **English** | A2 | A2 | B1 | B1 |
| **Spanish** | C2 | C2 | C2 | C2 |
| **Italian** | Native | Native | Native | Native |
| **Neapolitan** | Native | Native | Native | Native |

# Portfolio

## User Onboarding Portal

**Internal Tools** | Link to Project

What if a cloud service in 2024 didn't let users sign up on their own? That's exactly what we faced—until I built a custom onboarding portal using Flask, JavaScript, and Markdown-powered docs. A small internal tool that made a big difference.

## Password Reset Portal

**Internal Tools** | Link to Project

Manually handling password resets for technical devices used to be a slow, repetitive task prone to errors. This not only overwhelmed the support team but also affected the overall customer experience. So, how do you turn such a critical process into something fast, secure, and accessible from any browser? This project answers that question with the development of a web platform designed to fully automate password recovery. The tool enables staff to work independently without technical intervention and includes smart validation, image uploads, internal algorithms, and role-based access control.

## VEXPA - AI Knowledge Bot

**LLM** | Link to Project

Imagine having your entire company's knowledge—manuals, FAQs, databases—at your fingertips, in any language, without endless searches. VEXPA is that AI-powered navigator: you ask, it finds, it explains. Built on ChatGPT, enriched with your own data, and wrapped in a smooth, multilingual experience, VEXPA turns information overload into instant clarity. Curious about how I built it and what challenges I faced along the way? Take a closer look and discover the story behind the tool.

## Newsletter Index

**Internal Tools** | Link to Project

Turned a personal script into a shared dashboard that tracks and indexes company newsletters by date and language. Built with Python, BeautifulSoup, and a custom frontend, it became an essential internal tool for simplifying weekly product update meetings.

## License Plate Recognition App

**Computer Vision** | Link to Project

Curious about how license plate recognition really works? This project takes you behind the scenes of a fully custom-built ANPR system using YOLOv5 and PyTorch—from web scraping and dataset creation to detection, character recognition, and app deployment. Dive in to see how I tackled messy data, OCR challenges, and multi-format plate parsing, all without using off-the-shelf solutions.

## Serial Number Format Converter

**Scripting & Automation** | Link to Project

A simple yet powerful desktop tool to convert RFID card UUIDs between formats — built to simplify the chaotic world of access control migrations. Built with Python, Tkinter, and Openpyxl.

## Automated Firmware Recovery Tool

**Scripting & Automation** | Link to Project

A Python-powered recovery script that saved our reparation team during the pandemic: this tool automated the full firmware restoration process of faulty thermal scanners using Telnet and TFTP—cutting downtime, costs, and dependency on external vendors. Curious how it worked?