Paolo Bonacchi

Milano, Italy

Enterprise Applications & Integration Leader — 17+ years building scalable systems, leading global teams, and managing M&A complexity across SAP, Salesforce, Azure, and custom integration layers.

BRIDGING BUSINESS VISION WITH ENTERPRISE TECHNOLOGY

I lead enterprise application & integration functions in high-complexity, fast-growing environments — M&A-intensive, multi-country, multi-system. Over 17 years, I've built the full arc: hands-on develop of 20+ people.

My edge is operating at the intersection of business and technology. I translate executive priorities into scalable systems, and make sure SAP, Salesforce, HR platforms, and custom integration layers actually work together — across organizational and geographic boundaries.

I'm comfortable owning outcomes, not just tasks. I work effectively in distributed, async-first environments — which is what real remote leadership requires.

Currently completing an Executive Master in AI & Operational Excellence at H-FARM, adding emerging technologies to a foundation built on enterprise architecture, ITIL, and Agile frameworks.

A CAREER BUILT ON CONTINUOUS GROWTH

Global Corporate Application & Integration Senior Manager [Current]

JAKALA · Milan · Hybrid · Feb 2024 — Present

Leading a 20-person cross-functional team across enterprise governance, M&A system integration, and global application strategy. Responsible for SAP, Salesforce CRM, HCM platforms, FreshService ITSM, and custom Azure-based integration layers — onboarding 3+ acquired entities per year into unified Lead-to-Cash and HR processes. Actively leveraging AI tools (Claude Code, GitHub Copilot, Gemini) to accelerate internal solution development and reduce delivery overhead.

IT Application Senior Manager

JAKALA · Milan · Jul 2023 — May 2024

Promoted to senior management with strategic ownership of the enterprise application portfolio. Led cross-departmental stakeholder alignment across HR, Finance, Procurement, and Global Dev — translating business priorities into a structured roadmap and governance model.

IT Application Manager

JAKALA · Milan · 6 yrs 7 mos · Jan 2017 — Jul 2023

Owned the full enterprise application lifecycle across a 6+ year period of rapid company growth — from requirements gathering and solution architecture to implementation, vendor management, and IT resource governance. Operated fluidly across roles: Application Manager, Solution Architect, Team Leader, and Senior Developer, adapting to organizational needs at each stage.

IT Solution Architect

JAKALA · Milan · Jan 2016 — Dec 2016

Designed enterprise-grade application architectures and integration solutions, aligning technical decisions with evolving business requirements. First exposure to cross-system integration patterns that would later define the Lead-to-Cash and M&A integration work at scale.

IT Team Leader

JAKALA · Milan · 1 yr 9 mos · Apr 2014 — Dec 2015

First leadership role — managing development teams, coordinating delivery pipelines, and establishing team standards. Built the cross-functional collaboration skills that underpin the management approach used today.

Senior Web Application Developer

Jakala Marketing Solutions · Italy · 6 yrs 6 mos · Oct 2007 — Mar 2014

Built a deep technical foundation over 6+ years of hands-on development — delivering web applications, system integrations, and data-driven solutions for a marketing technology platform. This hands-on background is what gives the current management approach its technical credibility.

Early Career — Web Developer · IT Technician · Helpdesk

Various · Italy · Before 2007

Started from the ground up — working as a web developer, IT technician, and second-level helpdesk support. These early roles built the hands-on problem-solving mindset and deep technical empathy that still shape my approach to leadership today.

TECHNICAL DEPTH, MANAGERIAL BREADTH

Current Technology Stack

Azure · Azure Data Factory · SQL Server · Python · Power BI · SAP · Salesforce CRM · FreshService · Jira · GitHub · Data Warehousing · Business Process Integration

AI & Emerging Technologies

Claude AI · Claude Code · GitHub Copilot · ChatGPT · Gemini · Prompt Engineering · AI-Assisted Development · Human-AI Collaboration

Leadership & Management

Team Management (20+) · M&A System Integration · Stakeholder Management · Vendor & Budget Governance · Portfolio Prioritization · Enterprise Architecture · Solution Design · Change Management · Project Management

Technical Foundation

Java / J2EE · Spring & Hibernate · Oracle / PL-SQL · Mule ESB · WSO2 ESB · Oracle Data Integrator · Pentaho ETL · Web Services / REST · Git · Jenkins / Maven

Domain Expertise

Loyalty Programs (B2I) · Lead Acquisition (B2C) · Incentive Programs (B2B) · Sales Force Channels · Customer Operations · Lead-to-Cash Process

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IMPACT THROUGH EXECUTION

Global M&A Integration — Lead-to-Cash Process

Challenge:
Integrating newly acquired international countries and regions into the corporate Lead-to-Cash process, requiring alignment of heterogeneous systems, data models, and business workflows across different markets.

Approach:
Led cross-functional coordination between local and global teams to map existing processes, define integration requirements, and implement a standardized Lead-to-Cash flow — covering CRM, billing, and financial reconciliation.

Result:
Successfully onboarded multiple international entities into a unified process, reducing time-to-revenue for new acquisitions and establishing a repeatable M&A integration playbook.

Workforce Management Platform Evolution

Challenge:
The organization needed to integrate and evolve a new Workforce Management tool to support growing operational complexity and headcount across multiple business units.

Approach:
Managed end-to-end platform integration — from requirements gathering with HR and operations stakeholders, to technical implementation and change management — ensuring scalability with rapid growth.

Result:
Delivered a modern, integrated WFM solution that improved resource planning accuracy and provided real-time visibility into workforce allocation across the organization.

Building & Scaling a High-Performance Team

Challenge:
Scaling the Corporate Applications function from a small technical unit to a 20+ person team capable of supporting enterprise-wide integration and M&A demands.

Approach:
Identified and recruited key talent, delegated ownership of critical areas, and fostered a culture of accountability and professional growth — balancing internal development with strategic external resources.

Result:
Built a cohesive, autonomous team managing the full enterprise application lifecycle across SAP, Salesforce, HR, and integration platforms — with reduced dependency on any single individual.

CONTINUOUS LEARNING

2025 Executive Master in Global Operational Excellence with AI & Emerging Technologies — MIP FARM Business School

2024 Corso Executive in Emerging Technologies in Business — MIP FARM Business School

2019 PRINCE2 Agile® Foundation Certificate in Agile Project Management — AXELOS Global Best Practice

2018 ITIL® Foundation Certificate in IT Service Management — AXELOS Global Best Practice

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FOUNDATION

IT Technical Diploma
ITIS Magistri Cumacini, Como · 2000–2006

Computer Engineering
Politecnico di Milano · attended