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# ELIOS SCOGLIO

Principal Software Engineer · Team Leader · AI / LLM Builder

20+

Years Writing Code

+30%

Dev Velocity (AI)

98%

Bug Rate Drop

+400%

Deploy Frequency

+50%

Team Satisfaction

## PROFESSIONAL SUMMARY

Hands-on Team Leader and Principal Software Engineer who writes production code every day alongside the team — not just someone who manages tickets. 20+ years of continuous development across C# / .NET, Angular, Python, Java, TypeScript and mobile stacks, from startup to enterprise scale.

Led high-performing engineering teams (5–20 devs) at Italy's #1 ticketing platform (TicketOne / CTS Eventim Group), driving +50% team satisfaction, +30% dev velocity and 98% bug rate drop — while staying an active code contributor. Currently pioneering a production multi-agent LLM platform integrated into the SDLC — an AI system personally designed and coded, not just deployed.

Unique trajectory: developer-first career that grew into team leadership while preserving deep technical depth. Certified NLP Counselor: creates psychological safety and measurably raises team performance.

## AI & LLM ENGINEERING JOURNEY — FROM FIRST EXPERIMENTS TO PRODUCTION

2019–2024 · Toscano Immobiliare

### Early AI & ML

Azure Cognitive Services: OCR on property contracts, image tagging & multilingual search. scikit-learn valuation models trained on transaction data. Azure OpenAI GPT-3 experiments for automated listing descriptions. Embedding-based semantic property search.

2024–2025 · Aruba S.p.A.

### AI-Augmented DevOps

LLM-powered CI/CD pipeline intelligence (Python + GitHub Actions). Automated code quality checks via LLM diff analysis. LLM-assisted data migration tooling and operational scripts.

2025–Present · TicketOne

### Production Multi-Agent LLM

Multi-agent pipeline (Analyst→Architect→Dev→QA) on AWS Bedrock + Anthropic SDK — cost-routed by task complexity. AI CI/CD quality gate: PII / anti-pattern / resilience detection on every MR. RCA agent correlating distributed log streams. Automated test generation ≥80% coverage.

## WORK EXPERIENCE

TicketOne (CTS Eventim Group) | ago 2025 – Present

Head of Software Architecture & Development | AI / LLM Platform Builder

*Italy's #1 ticketing e-commerce platform — sports, concerts, theater. 10k–50k transactions/hour at on-sale peaks.*

*C# .NET 8 · Java 21 Spring Boot · Angular 17+ · Python · TypeScript · Claude/AWS Bedrock · Multi-Agent LLM · Kafka · Kubernetes · gRPC · OpenTelemetry · Docker · GitLab CI*

### **Hands-On Development & AI Engineering**

- Personally designed and coded the production multi-agent LLM platform (Python + Anthropic SDK + AWS Bedrock): Analyst, Architect, Developer and QA agents cost-routed by task complexity.
- Wrote the LLM-powered CI/CD quality gate: Python pipeline that analyses every GitLab MR diff, detects PII exposure / anti-patterns / missing resilience patterns — BLOCKER / WARNING / INFO severity reports.
- Built AI-driven incident RCA agent correlating structured log streams across distributed services; cuts Mean Time To Diagnose on high-traffic peaks.
- Developed automated test generation pipeline (unit + integration, ≥80% coverage) from source code — reducing developer boilerplate by ~60%.
- Authored custom Claude Code CLI slash commands encoding domain standards, compliance rules and architectural constraints as executable prompts.
- Active contributor to Java Spring Boot microservices and .NET 8 services — writes production code, reviews PRs hands-on, solves critical bugs.

### **Team Leadership & Agile Transformation**

- +50% team satisfaction — human-centered leadership, NLP coaching, psychological safety.
- +30% development flow — unified Jira workflow, Story Points, velocity tracking.
- Mentored engineers at all levels; established code-review culture and continuous learning rituals.
- Primary technical liaison for C-level, Product, and Eventim international HQ.

### **Architecture & Technical Governance**

- Steering migration from legacy C++/CORBA + SETA monolith to microservices (Java Spring Boot, .NET 8, gRPC, Kafka, Kubernetes).
- API-First (OpenAPI 3.x), Self-Contained Systems, Security by Design, OpenTelemetry observability.
- ADR, Circuit Breaker / Retry / Bulkhead resilience patterns, structured JSON logging and distributed tracing.

### **Crisis Management**

- Designed resilience patterns (circuit breakers, Queue-IT virtual queues) for on-sale peaks; participated in post-incident RCA (5 Whys).

**Aruba S.p.A. (via SCAI Tecno) | Jun 2024 – ago 2025**

### **Engineering Manager / Tech Lead**

*Italy's leading cloud & hosting provider — legacy e-commerce refactoring and cloud migration.*

*C# .NET 6/8 · Python · Kafka · MongoDB · Redis · SQL Server · Kubernetes · GitHub Actions · LLM CI/CD Tools · Microservices*

- Wrote and maintained microservices in C# .NET as hands-on tech lead alongside managing 20 engineers (4 team leaders).
- 98% bug rate reduction in 4 months — enforced code quality standards and automated test coverage.
- +400% deployment frequency — authored automated GitHub Actions CI/CD pipelines from scratch.
- Python AI automation scripts for build pipelines, data migration, LLM-assisted code quality checks and operational tooling.
- Refactored legacy e-commerce into event-driven microservices (Kafka, Redis, MongoDB).

**Toscana Immobiliare** | Sep 2018 – Jun 2024

## Technical Leader / Cloud Architect / Full-Stack Developer

*Italy's largest real estate franchise — multi-tenant cloud-native platform for web, mobile and back-office.*

*C# .NET Core → .NET 7 · ASP.NET Core APIs · Blazor · .NET MAUI · Angular 8–15 · Ionic Angular · Python · scikit-learn · Azure Cognitive Svcs · Azure ML · GPT-3 API · Azure AKS · Azure Functions · SQL Server · Azure DevOps*

- Led cross-functional team of 5 engineers: Scrum rituals, mentoring, code reviews, ADR practice — raised delivery predictability by 40%.
- Built full-stack platform: C# .NET APIs, Angular 8–15 SPA, Ionic Angular mobile apps (iOS+Android), Blazor back-office tools.
- Azure Cognitive Services: OCR pipeline for property contracts, image tagging, multilingual search — first AI integration in career.
- Python + scikit-learn: predictive property valuation models; Azure OpenAI (GPT-3) for automated listing descriptions.
- +50% scalability via Azure multi-tenant architecture (AKS, PaaS, Functions); -60% deployment lead-time via CI/CD automation.

**Boken (Startup — founder)** | Jan 2014 – Sep 2018

## CEO / Software Architect / Lead Developer

*C# .NET MVC · Angular/AngularJS · JavaScript/PHP · Ionic · iOS (Obj-C/Swift) · Android · SQL Server*

- Founded and personally coded 'Velio' SaaS web-builder — 10,000+ active users; C# .NET backend + AngularJS frontend.
- Delivered 4 cross-platform mobile apps (iOS + Android) with Ionic + .NET APIs; managed team of 3 engineers.
- End-to-end ownership: product vision, architecture, development, marketing, investor relations.

**Volkswagen Bank / Easyflysoft** | May 2006 – Aug 2018

## Senior Software Engineer / Team Lead

*C# .NET · AS400 Integration · SQL Server*

- Led backend integration team (3 devs) for banking systems — AS400 ↔ .NET interfaces; -40% transaction processing time.
- Designed crisis management protocols for financial systems ensuring business continuity.

**BPSOFT** | 2010–2012

## Mobile Developer

*Objective-C · Swift · PHP*

- Designed and launched 2 iOS apps (Objective-C + PHP backend) — 20,000+ downloads.

**Earlier roles (2005–2010):** Autogrill/Unisys · Epipoli · Mediobanca · Sanofi · Azcom Technology — Software Engineer / Team Lead. Stack: VB.NET, Oracle PL/SQL, C#, Oracle Forms, SharePoint, C++/Embedded CE. Led teams of 2–8 devs in enterprise projects for major Italian corporates.

## CORE COMPETENCIES

**AI / LLM Engineering**

Claude (Opus/Sonnet/Haiku) · AWS Bedrock · Anthropic SDK · Multi-Agent Orchestration · Prompt Engineering · LLM CI/CD

<b>Languages &amp; Ecosystems</b>	Integration · RAG · Python AI C# .NET 8/Core (20 yrs) · Python (7 yrs) · TypeScript/JavaScript (15 yrs) · Java 21 Spring Boot (4 yrs) · Swift/Obj-C · PHP · VB.NET
<b>Frontend / Mobile</b>	Angular 17+ · Ionic Angular · Blazor · .NET MAUI · React · RxJS/NgRx · TypeScript · SCSS/HTML5
<b>Leadership &amp; Methodology</b>	Agile/Scrum/Kanban · Team Building & Mentoring · NLP Coaching · Psychological Safety · Velocity & KPI Tracking · Jira · Confluence · Magic Estimation
<b>Architecture &amp; Patterns</b>	Microservices · DDD · Clean/Onion Architecture · SCS · CQRS · Event Sourcing · gRPC · REST/OpenAPI 3.x · ADR · SOLID · Result/Mediator Pattern
<b>Cloud &amp; DevOps</b>	Azure (AKS, PaaS, Functions, Key Vault, Service Bus) · AWS Bedrock · Kubernetes · Docker · GitHub Actions · GitLab CI · Azure DevOps · Terraform
<b>Observability &amp; Resilience</b>	OpenTelemetry · Prometheus · Grafana · Polly (Circuit Breaker, Retry, Bulkhead) · Structured JSON Logging · Health/Readiness Probes · SLI/SLO/SLA
<b>Security &amp; Compliance</b>	OWASP Top 10 · GDPR · Fiscal/SIAE Compliance · PCI DSS · OAuth2/OIDC · JWT · SAST · Secret Management · Azure AD / Identity Server
<b>Databases</b>	MS SQL Server (15 yrs) · Oracle/PL-SQL (10 yrs) · MongoDB · Cosmos DB · MySQL · Redis

## EDUCATION & CERTIFICATIONS

- ▶ M.Sc. Computer Science (5-year degree, 107/110) — Università degli Studi di Milano-Bicocca · 1997–2002
- ▶ High School Diploma in IT (58/60) — I.T.I.S. Marie Curie Milano · 1991–1996
- ▶ Certified NLP Counselor — PNL Meta · 2010–2013
- ▶ Certified Yoga Teacher — Hara Yoga · 2003–present
- ▶ Continuous training: Azure Cloud · DevOps · Security · Microservices · Python · AI/LLM Engineering

## LANGUAGES

**Italian: Native** | English: C1 Reading / B2 Writing / B1 Speaking | Spanish: B1 Reading / A2 Writing

## UNIQUE DIFFERENTIATORS

- ◆ **Developer-First Team Leader:** Writes production code every day — leads by example, unblocks the team hands-on.
- ◆ **AI Native — Builder, Not User:** Designed and coded a production multi-agent LLM platform; shipped AI features at every company since 2019.
- ◆ **Human-Centered Leader:** NLP Counselor + Yoga Teacher — creates psychological safety, measurably raises team satisfaction.

◆ **Full-Stack Range:** 20 yrs C#/.NET · 8 yrs Angular · 7 yrs Python · 4 yrs Java — rare depth across the entire stack.

◆ **Business Acumen:** Startup CEO + enterprise experience — understands product, ROI and engineering trade-offs equally.

*EU work authorization · Theater & guitar enthusiast · Active tech community contributor*

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