

ANDREA GIACALONE

HEAD OF QUALITY ASSURANCE | QUALITY ENGINEERING & OPERATIONAL EXCELLENCE

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EXECUTIVE PROFILE

Quality Assurance leader with over 10 years of experience in Software Testing and software quality, currently leading the QA function and Test Factory at Intesi Group. I build scalable governance models, lead blended teams, introduce operational KPIs and evolve traditional testing into Quality Engineering. My approach is direct, pragmatic and outcome-focused: I translate complex risks into clear priorities, accountable decisions and measurable improvement.

LEADERSHIP PROFILE

Drive and ownership · Strategic pragmatism · Data-driven decisions · High standards · Constructive challenge · Transformation and growth

11+ years in QA	~40 professionals led	STF 2025 speaker	ISTQB certified
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CURRENT PROFESSIONAL EXPERIENCE

Head of Quality Assurance | Jul 2024 - Present

Intesi Group S.p.A. | Milan

- Define and govern the Quality Assurance and Test Factory strategy across Product, Solutions, IT and business stakeholders.
- Lead a blended organisation of approximately 40 internal and external professionals, covering capacity, allocation, vendors, performance and capability development.
- Establish testing standards, KPIs, workload monitoring, escalation paths and evidence for release and go/no-go decisions.
- Govern the Atlassian ecosystem as Jira Administrator, including projects, workflows, permission schemes, dashboards and Xray/Confluence integrations.
- Contribute to enterprise transformation initiatives, operating-model evolution and cross-functional adoption of change.
- Drive Quality Engineering through automation, reusable test assets, continuous quality, accessibility and practical AI applications.
- Support strategic clients and RFPs by translating requirements into test strategies, operating models, estimates, responsibilities and measurable commitments.

Test Manager | Mar 2023 - Jun 2024

Intesi Group S.p.A. | Milan

- Planned and coordinated end-to-end testing across multi-client portfolios and proprietary products, managing priorities, resources, estimates, risks and reporting.
- Defined strategies for functional, integration, regression/NRT, performance, usability and accessibility, and UAT testing.
- Contributed to scaling the Test Factory from an initial team of six into a multidisciplinary organisation with formal governance and roles.

SELECTED STRATEGIC CONTRIBUTIONS

QUALITY ENGINEERING TRANSFORMATION

A roadmap for moving testing from a project activity to a capability embedded across the delivery lifecycle.

TEST LIBRARY KNOWLEDGE

A centralised library of reusable test assets and a dynamic knowledge base designed to improve traceability and delivery speed.

KPI & PERFORMANCE MANAGEMENT

Metrics for efficiency, utilisation, workload and over-allocation that turn operational evidence into management decisions.

PEOPLE & CAPABILITY BUILDING

Skill assessments, role architecture, mentoring and development paths across the main testing disciplines.

RELEVANT PREVIOUS EXPERIENCE

Test Analyst | May 2022 - Mar 2023

Alten Italia S.p.A. | Milan

Clients: Crédit Agricole Group Solutions (Internet Banking and Mobile App) and Aruba S.p.A. (digital services).

- Worked with business analysts, Product Owners and developers throughout the SDLC, planning testing phases and coordinating activities.
- Translated business requirements into use cases, test plans, test books and test cases; prepared environments and test data.
- Executed functional, integration and usability testing; managed defects and reporting through Jira, Confluence, SQL, Postman and SoapUI.

Software Tester | Jun 2015 - May 2022

TeamSystem S.p.A. | Milan

- Provided quality assurance for regulated cloud and web products covering Digital Preservation, Electronic Invoicing and Digital Signature in ISO 27001 and AgID environments.
- Performed functional testing, defect management, third-level support, knowledge-base maintenance and reporting for regulatory controls.
- Used Jira, Xray, Postman, Ranorex, Gainsight, Elev.io and release-management tools in Agile environments.

Earlier experience: Administrative Clerk, Work Holding S.r.l. (2013-2015); International Sales - French Market, Benincà, Lyon (2013).

THOUGHT LEADERSHIP

- Speaker at the Italian Software Testing Forum 2025 with the session “AI-Driven Accessibility Testing”, based on a practical enterprise case study.
- Active contributor to the ManagerItalia community.

CORE COMPETENCIES

- Quality Strategy, Governance and Operating Models
- Quality Engineering and Continuous Testing
- Test Factory Leadership and Scaling
- Operational Excellence, KPIs and Capacity Planning
- Enterprise Transformation and Change Leadership
- Risk-Based Testing and Release Readiness
- Test Factory RFPs, Proposals and Solution Design
- Client and Executive Stakeholder Management
- People Leadership and Capability Building
- Atlassian Platform Administration
- Accessibility and WCAG
- End-to-End Test Portfolio Management

EDUCATION & LEADERSHIP DEVELOPMENT

- University coursework in Banking, Finance and Insurance Economics - University of Genoa (2009-2012)
- Team Leadership: Building and Managing Successful Teams - SDA Bocconi (2025)
- Advanced Coaching Techniques (2025)
- Advanced Communication and Negotiation Techniques (2026)
- Effective Communication, Relationship Styles and Time Management (2023)
- Anthropic AI Foundations

CERTIFICATIONS

- ISTQB Advanced Level - Test Analyst (2022)
- ISTQB Agile Tester (2021)
- ISTQB Foundation Level (2018)
- Lean Six Sigma Yellow Belt (2026)

LANGUAGES

Italian - Native | English - B2 | French - A2

METHODS & TECHNOLOGIES

OpenAI/ChatGPT, Anthropic/Claude and prompt engineering; Atlassian Jira Administration, Xray and Confluence; Azure DevOps, Azure Test Plans, GitLab and Allure Report; Selenium, Playwright and Appium; Postman, SoapUI, JMeter, Lighthouse and Jenkins; Functional, Integration, Regression/NRT, Performance, Usability and Accessibility, and UAT; Agile, Scrum, Kanban, Waterfall, DevOps and ISTQB.

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