

Gianfranco Gaio

📍 Gstaldenstrasse 29, 8810 Horgen

☎ +41 76 587 05 85

✉ CEO@gianfranco.ch

🇨🇭 Swiss, Italian

🖱 gianfranco.ch



PROFILE SUMMARY

Passionate about building digital solutions while challenging the status quo. Excellent problem-solving skills and a hands-on mentality. Continuously curious to try out new digital services to understand the latest digital trends.

PROFESSIONAL EXPERIENCE

- | | |
|-----------------------------|--|
| 07.2017 – present
Zug | AXON Ivy AG, Product Owner <ul style="list-style-type: none">- Successful implementation of the credit highway at Valiant Bank in the role of Lead PO- Coordination and technical coaching for other POs within the project- Leading workshops to analyze customer needs and develop the specification- Technical leadership of a development team in Vietnam |
| 12.2016 – 06.2017
Zug | Finform AG, Product Owner
Joint Venture between AXON IVY AG and PostFinance AG - Start-up for digitalized compliance services <ul style="list-style-type: none">- Co-development and introduction of compliance solutions, including process design for the customer onboarding of Postfinance- Co-development of the product vision and product roadmap- Technical leadership of a development team in Vietnam |
| 04.2009 – 11.2016
Zürich | Homegate AG, Product Manager <ul style="list-style-type: none">- Successful introduction of the redesign for homegate.ch in the Responsive Design, including development of new apps as project manager- Co-development of the corporate strategy 2012-2015- Launch of the first digital solution in the market for residential application process- Evaluation, conception, specification and implementation of new real estate services and product enhancements |
| 04.2003 – 03.2009 | Hilti (Schweiz) AG, E-Business Manager <ul style="list-style-type: none">- Co-development and implementation of the Hilti online strategy to achieve significant growth- Creation and realization of marketing campaigns- Elaboration of internal education and training concepts as well as their implementation and one-to-one coachings- Successful supervision of interns and trainees |
| 12.2002 – 03.2003 | EF Intl. Language School, Student
4-month course in San Diego, CA |

- 08.2000 – 11.2002 **Hilti (Schweiz) AG, Customer Service Representative**
- Bilingual product and application technology advice on the phone for the entire customer portfolio
 - Complaint management for disgruntled customers with the aim of exceeding the customer's expectations
- 08.1997 – 07.2000 **Hilti (Schweiz) AG, Apprenticeship as Commercial Clerk**
- Gaining experience in various departments, such as accounting, marketing communications, customer relationships, disposition, purchasing/logistics and sales

EDUCATION

- 2019 – 2021 **MAS Digital Business, University of Applied Sciences in Business Administration Zurich**
- CAS Disruptive Technologies (2019)
 - CAS Fintech & Blockchain Economy (2020)
 - CAS Digital Leadership (until autumn 2021)
- 2012 – 2013 **Leadership-Program, Tamedia**
- Enhancement of management and leadership skills, entrepreneurial thinking and gaining leadership experience
- 2009 – 2011 **General Management NDS HF, KV Zürich Business School**
- Strengthening and expanding business knowledge and management competence
- 2006 – 2008 **Marketingplaner mit eidg. Fachausweis, KV Zürich Business School**

SKILLS

- | | | |
|---|---|--|
| Agile software development
<i>Scrum, Kanban</i> | Wireframes
<i>Balsamiq</i> | HTML, CSS, PH
<i>Basic knowledge</i> |
| CMS
<i>Wordpress, Typo3</i> | Website Analytics
<i>Google analytics, Hotjar</i> | Restful API
<i>Basic knowledge</i> |

LANGUAGES

- | | |
|--|---|
| German
<i>Native</i> | Italian
<i>Native</i> |
| English
<i>Highly proficient in speaking and writing</i> | French
<i>Limited working proficiency</i> |

ORGANISATIONS

- Football club Horgen**
- Active playing with seniors and responsible for the club website, social media channels and the operation of the club tournaments
 - During the past: Head of juniors for three years as well as junior coach (UEFA B diploma).
- Padel tennis**
- Traveling**