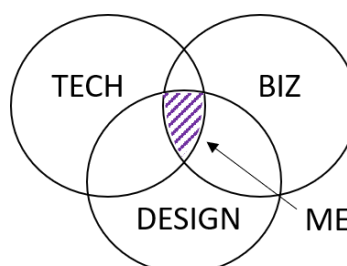
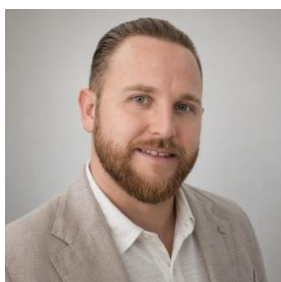


Vittorio Dal Bianco

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DIGITAL SERVICES PRODUCT MANAGER

Engineer with a user-centred design approach and business mindset



WORK EXPERIENCE

NOKIA

Jul 2025–Present | Wroclaw — Services Product Manager | Channel Partner Success & Enablement | NI

Built a modular engineering-services portfolio and partner journey spanning training, quoting tools, assistance services and digital solutions that help partners scale their own service businesses.

- Created **25+ fixed-scope, modular fixed-price engineering services**, simplifying partner configuration, quoting and sales.
- Introduced **Engineering Assistance Services and digital tools** to help partners launch and operate their own service businesses.
- Delivered **double-digit service-revenue growth** across the portfolio.
- Reduced quoting and ordering time and cost by **close to 30%** through standardised modules and digital self-service.

Jul 2021–Jun 2025 | Munich — Senior Product Manager | UX, Digital Sales, Process Automation & APIs | NDAC

Enabled Nokia's [Digital Automation for Industrial Campus](#) business with an integrated platform spanning web sales, customer and merchant portals, CPQ, supply chain, finance, delivery, installation and care.

- Drove the Business Platform feature roadmap and architecture evolution, supporting **100% year-on-year growth in new private-network orders for four years**.
- Scaled adoption from **tens to hundreds of go-to-market partners and direct customers**.
- Established a **three-person UX team** and introduced the [Nokia Design System](#) into the Business Platform.
- Coordinated **41 colleagues**: five business analysts, three UX designers, three architects and four scrum teams with 30 developers, testers and consultants.
- Managed stakeholders including major telecom operators and system integrators, representing **more than 1,000 platform users**.

Jun 2020–Jun 2021 | Munich — Product Manager | Digital Process Orchestration | Digital Operations & Insights

Built a digital process and microservices orchestration platform linking process design, automation, analysis and continuous improvement across Order-to-Cash, Supply Chain and Procure-to-Pay.

- Led the Camunda-based orchestration platform, reducing complex-order processing **from weeks to days**.
- Delivered a near-real-time view of the electronic-components shortage-handling process.
- Improved transparency and standardisation of supplier onboarding.
- Established an **in-house software development team of four developers and one scrum master**.

- Defined Nokia Operations' orchestration strategy and BPM operating model, coordinating **five process owners**.

Feb 2018–Jun 2020 | Munich — Digital Process Strategist | Supply Chain & Procurement, Digital Operations

Matched business needs to digital capabilities, proved Camunda through a pilot, secured scale-phase funding and introduced Lean Service Creation.

- **Process Orchestration MVP and pilot:** programme management, mode of operation and solution setup.
- Introduced service design methods and facilitated workshops.
- Created Lean Service Creation training content for Nokia.

Sep 2017–Jan 2018 | Helsinki — Digital Innovation Lead | CIO Digital Innovation & Incubation

Product owner for IT innovation programmes, bringing **three application concepts to MVP stage**.

- Led concepts from user research and ideation through prototypes and MVPs using agile experiments and build-measure-learn analysis.
- Developed a service-design concept and experimentation framework with the proof-of-concept team.

Jan 2016–Aug 2017 | Helsinki — Commercial Transformation Programmes Lead | Mobile Networks Commercial Management

Internal consultant across commercial transformation initiatives.

- Served as PMO for the Commercial Strategy Academy for **300 senior managers**, covering curriculum, events and its mobile application.
- Set up the Enterprise Commercial War Room; process automation and deal analysis delivered **€12 million in profitability improvements**.
- Led global workshops on pricing and commercial innovation, improving **win rate by 5%** and **profitability by €4.5 million**.

2014–2015 | Munich, London & Helsinki — International Graduate Programme | CIO IT

Worked at the interface between IT and sales.

- Owned pricing-tool analytics and dashboards; rolled out globally to **more than 120 pricing professionals** and raised **NPS above 50**.
- Created global SELL-process updates and digital documentation used by **more than 3,000 salespeople**.

AALTO UNIVERSITY

2012–2013 | Helsinki — Cloud Software Programme | Software Business and Engineering Institute

Research assistant in user-centred design and requirements engineering.

- A **2014 article** from this work was recognised in **2024 as the [most influential paper](#)** by IEEE's premier software architecture conference.
- Explored hackathons as a product-development and testing method.
- Developed digital prototypes for interaction between "social devices" and people.
- Assisted with Requirements Engineering courses.

EDUCATION

M.SC DIGITAL SERVICE DESIGN AND ENGINEERING: Aalto University (Finland) | 2011–2013 | GPA 4.15/5 | Software and requirements engineering, service design and innovation, user research, UX, experimental UI, business intelligence

EXCHANGE — COMMUNICATIONS ENGINEERING: Aalto University (Finland) | 2010–2011 | Mobile communications, digital signal processing, embedded systems, optical communications

B.SC. ELECTRONICS & TELECOM ENGINEERING: University of Trento (Italy) | 2007–2010

SKILLS & LANGUAGES

PRODUCT MANAGEMENT: Product vision and roadmaps; Jira; Confluence; SAFe PO/PM

PROCESS & REQUIREMENTS: BPMN 2.0 and Camunda; UML; ERD; use cases; user stories; features and epics

SERVICE DESIGN & UX: User research and ethnography; service blueprints; customer journeys; stakeholder maps; personas; business-model and value-proposition canvases; Lean Service Creation; Balsamiq; Figma

DELIVERY & DEVELOPMENT: Agile; hackathons; TDD; HTML/CSS; JavaScript, React and Node.js; Python and Django

LANGUAGES: Italian — Native | English — Near-native | German, Finnish and Spanish — Intermediate | Polish — Beginner

I hereby consent to the processing of my personal data for the purpose of the recruitment process in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR).