

MASSIMO LUPI

VP – Global InsuranceSuite Practice
GUIDEWIRE SOFTWARE



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OBJECTIVES

TEAM ensure professional growth and low attrition

REGION build and share consistent practices across the region, ensure financial health of Professional Services

CLIENTS create a trusted relationship for mutual satisfaction and help every customer to be successful

SALES preparing proposals that are competitive and realistic

PARTNERS enabling them to be successful as internal teams

VALUES



Lead by example

LANGUAGES

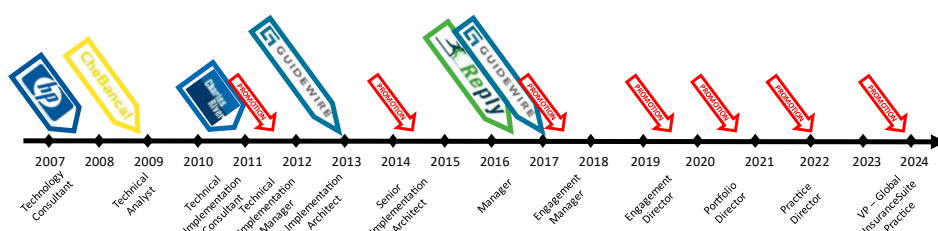


HOBBIES

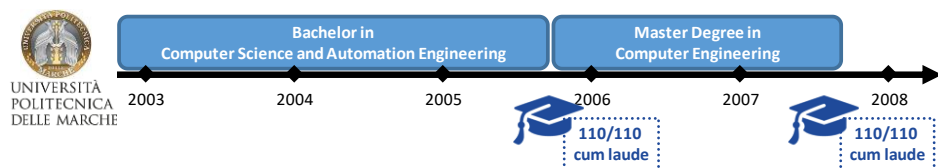


Vice President with more than 15 years of experience in software development and implementations, in charge of the Global InsuranceSuite Practice in Guidewire. A solid technical background combined with years of Project Management and Region leadership. Honored to lead a team of almost 150 Professional Services resources across the globe. Main duties: ensuring Customers success and financial health of Professional Services, supporting Sales department, enabling our Partners, growing Teams, leading Customers and Prospects user groups, representing Guidewire in external events and public speaker.

WORKING EXPERIENCE



STUDY



RESPONSIBILITIES AND ACHIEVEMENTS

- Strategy and Leadership:** Define and execute the strategic vision for core practices within the professional services team. Lead, mentor, and inspire a team of Practice Directors and subject matter experts across various disciplines in Americas and EMEA regions.
- Practice Development:** Develop, refine, and standardize core practices and methodologies for service delivery, ensuring alignment with industry best practices and the evolving needs of our clients. Participate in customer and other public forums to promote Guidewire's point of view for your domain.
- Operational Excellence:** Build and manage global capacity model for core practices areas, including skill, location, and cost mix. Work with regions on annual and quarterly demand forecasts and manage the global organization to high utilization.
- Quality Assurance:** Establish quality assurance processes and mechanisms to ensure that service delivery consistently meets or exceeds client expectations.
- Cross-functional Collaboration:** Collaborate with product, engineering, sales, and customer success teams to integrate practice insights into product development, sales strategies, and customer engagement initiatives.
- Product and Services Innovation:** Drive innovation within core practices by staying abreast of industry trends, emerging technologies, and evolving client needs. Foster a culture of continuous improvement and creative problem-solving within the practice teams.
- Customer Engagement:** Serve as a thought leader in interactions with key accounts, providing guidance on how our core practices can add value to their businesses.
- Leadership:** Recruit, develop, and retain top-tier talent within the practice teams. Provide coaching, mentorship, and professional growth opportunities to team members.

CUSTOMERS & PARTNERS

