

MARCO BASSANI

Facility & Project Manager | Operations | Technology Advisor

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PROFESSIONAL SUMMARY

Proactive and dedicated professional with years of experience overseeing operations, infrastructure, and multi-site project delivery in high-standards retail and tech environments. Proven track record managing 60+ locations across Italy, coordinating cross-functional teams, and implementing digital tools to improve efficiency and sustainability. Computer Science background combined with hands-on operations expertise makes for a rare and practical skill set. Now based in The Netherlands and eager to bring structured operational thinking and technology-driven process improvement to a dynamic Dutch or international organisation.

WORK EXPERIENCE

Juice S.p.A. | Milan, Italy

2019 – 2025

Facility & Project Manager

Promoted from Area Sales Manager to lead all facility operations for an Apple Premium Partner network, a move driven by the company's recognition of my technical aptitude and a shared desire to channel my curiosity for continuous learning into a more infrastructure-focused role. This transition marked a deliberate shift from sales performance to the operational and technical management of the retail network.

- Oversaw maintenance, operations, and safety compliance across 60+ retail stores, ensuring optimal functionality and adherence to local regulations.
- Built and led a dedicated facility team of five, providing ongoing training, mentoring, and day-to-day operational support.
- Managed relationships with 30+ external vendors for facility repairs, upgrades, and service contracts.
- Led the end-to-end operational delivery of 20+ store openings, relocations, and refurbishments, including the integration of a competitor chain with 30+ locations.
- Implemented a new CMMS (Computerised Maintenance Management System), significantly improving maintenance tracking, reporting, and response times.
- Drove sustainability and energy-saving initiatives across the store network, reducing operational costs.
- Supervised a company fleet of 15+ vehicles and managed all corporate travel logistics.

Juice S.p.A. | Milan, Italy

2016 – 2019

Area Sales Manager

Promoted following strong Store Manager performance to oversee retail operations across six stores in Northwest Italy.

- Managed daily operations and performance across six Apple Premium Partner stores.
- Recruited, trained, and motivated a team of 30+ sales associates, fostering a culture of excellence and cross-selling.
- Monitored KPIs and generated regular performance reports to identify growth opportunities and evaluate promotional effectiveness.
- Developed and strengthened partnerships with B2B clients, driving sustained revenue growth and repeat business.

Juice S.p.A. | Alessandria, Italy

2013 – 2016

Retail Store Manager

Joined following the acquisition of @Work S.r.l., recognised for structured work approach, technical communication skills, and leadership ability.

- Led a five-person team in an Apple Premium Reseller store, maintaining high standards of service and store presentation.
- Managed stock control, inventory levels, and supplier coordination to minimise waste and prevent shortages.
- Fostered local B2B partnerships and handled escalated customer issues with effective, practical resolutions.
- Attended strategic meetings with head office, contributing to store sales and growth planning.

@Work S.r.l. | Alessandria, Italy

2010 – 2013

Retail Store Assistant

Joined while completing a BSc in Computer Science, applying technical knowledge and Apple expertise in a customer-facing role.

- Provided one-to-one and group training sessions for customers on the Apple ecosystem, improving user productivity.
- Participated in Apple HQ training programmes, continuously developing product knowledge and service skills.
- Delivered personalised product recommendations based on customer needs, improving satisfaction and loyalty.

EDUCATION

Bachelor of Science in Computer Science | U.P.O. "A. Avogadro", Alessandria, Italy. Completed extensive coursework with strong results; left to pursue a full-time professional career in the Apple ecosystem.

Scientific High School Diploma | Liceo Scientifico G. Galilei, Alessandria, Italy

1998

SKILLS & TOOLS

Project & Facility Management

Multi-site Operations, CMMS, Vendor Management, Fleet Management, Compliance & Safety, Store Rollouts

Technology & Tools

AutoCAD, Wrike, Microsoft 365 & SharePoint, Google Workspace

Certifications

Apple Certified Support Professional (ACSP)
Apple Certified Technical Coordinator (ACTC)

Languages

Italian (Native), English (C1 Advanced),
French (B1 Intermediate), Dutch (A2 Basic), Spanish (A2 Basic)

INTERESTS

Hobbyist sysadmin — experimenting with virtualisation, homelab infrastructure, and cloud technologies. | **Music & DJing** — lover of various music genres and occasional DJ at events. | **Hiking & Bikepacking** — passionate about slow outdoor travel and exploring remote landscapes on foot and by bike.