

PERSONAL INFORMATION

Claudia Piffari



📍 Via Padre Lazzaroni 7 24044 Dalmine (BG)

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✉ claudiapiffari23@gmail.com

Sex Female | Date of birth 04/03/1997 | Nationality Italian

Curriculum Vitae

WORK EXPERIENCE

September 2018 – January 2019

Internship at ASST Papa Giovanni XXIII

Curricular internship

- Realisation and implementation of a procedure that, starting from diagnostic images, allows the creation of customised orthopaedic anatomical models in order to improve the diagnostic and care processes.

PARTICIPATION IN RESEARCH PROJECTS

November 2021 – June 2022

Scholarship for research activities

- Development of a decision-making model for the analysis and sizing of a distribution network in the healthcare and commercial sector.

Department: Department of Management, Information and Production Engineering

Position held in the project: Research in the field of logistics in order to develop a decision-making model for the dimensioning of a distribution network in the healthcare and commercial sectors through the use of simulation and linear programming software. In the project, the distribution of influenza vaccines to frail individuals was analysed with particular attention. The activity was carried out at the CELS laboratory of the University of Bergamo.

Research supervisor: Prof. Roberto Pinto, Prof. Alexandra Lagorio

EDUCATION AND TRAINING

October 2022 - Ongoing

PhD in Technology, Innovation and Management (XXXVIII Cycle)

EQF 8

Institution: Università degli Studi di Bergamo

September 2019 - September 2021

Master's degree in Engineering and Management for Health (LM31)

EQF 7

Institution: Università degli Studi di Bergamo

Country in which the degree was awarded: Italy

Marks awarded: 110 e Lode/110

Thesis title: THE INFLUENZA VACCINE DISTRIBUTION PROBLEM: A CASE STUDY REGARDING THE BERGAMO PROVINCE

Supervisor: Prof. Roberto Pinto, Prof. Alexandra Lagorio

Thesis summary: The thesis concerned the utilisation of optimization to support the decision-making process regarding the vaccination process. As a part of the thesis development, several facility location problem and vehicle routing problem models were implemented. The aim of the analysis was to compare the vaccine network in the province of Bergamo with the optimal network identified through optimisation models, with particular reference to the accessibility of vaccinal hubs for frail patients. Principal subjects covered or skills acquired: Logistics models, vehicle routing problem, facility location problem, emergency response. CPLEX optimisation software.

September 2016- September 2019

Bachelor's degree in Ingegneria delle Tecnologie per la Salute (L9)

EQF 6

Institution: Università degli Studi di Bergamo

Country in which the degree was awarded: Italy

Marks awarded: 103/110

Thesis title: ELABORAZIONE ED IMPLEMENTAZIONE DI UNA PROCEDURA PER LO SVILUPPO DI MODELLI ANATOMICI ORTOPEDICI DA INSERIRE NELLA PRATICA OSPEDALIERA

Supervisor: Prof. Andrea Remuzzi

Thesis summary: thesis based on the curricular internship at the orthopaedic department of ASST Papa Giovanni XXIII. The activities covered by the thesis were the realisation through additive manufacturing techniques of customised anatomical models used as intraoperative guides

Principal subjects covered or skills acquired: Three-dimensional modelling software such as Meshmixer, Solid Edge. ImageJ image processing software. Additive manufacturing techniques.

2011-2016

Scientific high school diploma

Institution: Liceo scientifico "Filippo Lussana"

Country in which the degree was awarded: Italy

Marks awarded: 88/100

DIDACTIC ACTIVITIES

Group tutoring

February 2023 - June 2023

Supplementary extra-curricular teaching activities (group tutoring) no. 12 hours, course 'Impianti industriali e logistica', degree course management engineering, at University of Bergamo.

September 2023 – December 2023

Supplementary extra-curricular teaching activities (group tutoring) no. 12 hours, course 'Sistemi logistici intergati', degree course management engineering, at University of Bergamo.

Thesis supervision

Contribution to supervision for master's thesis entitled 'Choosing a vaccination provider: a stated preference analysis to investigate the determinants of users' decision-making in Lombardy'. Degree awarded in June 2023.

Contribution to supervision for bachelor's thesis entitled 'Analisi della rete sanitaria della provincia di Bergamo tramite l'elaborazione di dati geospaziali'. Degree awarded in March 2023.

Contribution to supervision for bachelor's thesis entitled 'Impatti del Covid-19 nella logistica sanitaria: un'analisi della carenza dei posti letto e dell'ossigeno negli ospedali italiani'. Degree awarded in September 2022.

PUBLICATIONS

- Piffari, C., Carlessi, S., Lagorio, A., Pinto, R. March 2022. "Dimensione logistica nella distribuzione dei vaccini". *Logistica Management*, pp. 82-86.
- Piffari, C., Lagorio, A., Pinto, R. "Agent-based simulation for vaccination networks design and analysis: preliminary gaps". IN: 10th IFAC Conference on Manufacturing Modelling, Management and Control MIM 2022, Nantes, France, June 22nd -24th, 2022. *(corresponding author)*.
- Cimini, C., Lagorio, A., Piffari, C., Galimberti, M., Pinto, R. "Human Factors and Change Management: a case study in Logistics 4.0". IN: APMS 2022 Conference, Gyeongju, Korea, September 25th-29th, 2022.
- Piffari, C., Lagorio, A., Cimini, C., Pinto, R. "The role of human factors in the human-centred design of service processes: a focus on the healthcare sector". IN: XXVII Summer School "Francesco Turco" - «Unconventional Plants», Riviera dei Fiori, Italy, September 7th-9th. *(corresponding author)*.
- Piffari, C., Lagorio, A., June 2023. "Il Futuro della Consegna dell'Ultimo Miglio". *Logistica Management*, pp. 62-67.
- Piffari, C., Lagorio, A., Pinto, R. "Toward homecare logistics 5.0: a systematic literature review". IN: 2nd International Symposium on Industrial Engineering and Automation - Towards a Smart, Resilient and Sustainable Industry 22nd-23rd June 2023, Bozen-Bolzano. *(corresponding author) [Submitted and accepted]*.

QUALIFICATIONS

2021 **Licence to practice as an engineer**
 Qualification to practice as an engineer obtained after passing the state exam on 27/01/2022 in the second session of the year 2021 at the University of Bergamo with a score of 57/60.

PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2
English B2 certification obtained in 2014 following an intensive English course at the Emerald Cultural Institute in Dublin.					
English B2, obtained in 2019, University of Bergamo certificate					

Communication skills Communication, teamwork, and collaboration skills obtained during the internship at the Papa Giovanni XXIII hospital and during several projects at the university, which allowed me to collaborate with people with different backgrounds.

Organisational / managerial skills Excellent ability to organise work, both in terms of adherence to deadlines and autonomous development.

Job-related skills

- Experience in the collection and analysis of data in connection with the design and management of logistics networks.
- Good knowledge of the optimisation software CPLEX obtained during the realisation of the master thesis in the field of healthcare logistics.
- Good knowledge of Anylogic and Flexim simulation software
- Good knowledge of data analysis software in particular Matlab and STATA obtained during several university projects and during the summer school in applied health econometrics.
- Good knowledge of managerial concepts: operations management, project management, lean approach, and quality management, particularly concerning the healthcare sector.
- Good knowledge regarding medical devices and equipment from a technological perspective.
- Good knowledge of additive manufacturing techniques and respective control software obtained during the internship.

Digital skills Text processing: Microsoft Word (Proficient user) | Spreadsheets: Microsoft Excel (Proficient user) | Presentation software: Microsoft PowerPoint (Proficient user)

Simulation: Anylogic (Independent user) Flexsim (Independent user) | Statistical analysis: Matlab (Independent user), STATA (Independent user) | Numeric analysis: CPLEX (Independent user)

Linguaggi di programmazione: C++ (Basic user), Python (Basic user)

Editor 3D: ImageJ (Basic user), Meshmixer (Basic user), Solid Edge (Basic user)

Driving licence B

ADDITIONAL INFORMATION

Conferences **10th IFAC Conference on Manufacturing Modelling, Management and Control**
 Participation from 22nd to 24th June 2022 in the 10th IFAC Conference on Manufacturing Modelling, Management and Control. Presentation scheduled on 24th June 2022, 11:00 a.m. of the paper: 'Agent-based simulation for vaccination networks design and analysis: preliminary gaps'.

48th annual meeting of the euro working group on operational research applied to health services

Participation from 17th to 22nd July 2022 in the 48th annual meeting of the euro working group on operational research applied to health services. Presentation of the research: ' Vaccine distribution problem: a case study '.

XXVII Summer School “Francesco Turco” - «Unconventional Plants»

Participation from 7th to 9th September 2022 in the XXVII Summer School “Francesco Turco” - «Unconventional Plants». Presentation of the paper: ' The role of human factors in the human-centred design of service processes: a focus on the healthcare sector'.

2nd International Symposium on Industrial Engineering and Automation - Towards a Smart, Resilient and Sustainable Industry

Participation from 22nd to 23rd June 2023 in the 2nd International Symposium on Industrial Engineering and Automation - Towards a Smart, Resilient and Sustainable Industry. Presentation of the paper: ' Toward homecare logistics 5.0: a systematic literature Review' .

Workshop

X Edition of the Doctoral Workshop Ph.D. On the Go “Marco Garetti”

Participation from 7th to 9th June 2023 in the X Edition of the Doctoral Workshop Ph.D. On the Go “Marco Garetti”

Certifications

IPMA Introductory Certificate in Project Management

Institution: IPMA

Training course with certification attesting knowledge of the fundamental methodologies required for project management.

Training Courses

Summer school in Applied Health Econometric and Health Policy

English-language summer school with final certification. The course covers data analysis in healthcare using STATA software. In-depth study of concepts concerning the management and financing of healthcare systems.

ANNEXES

IPMA Introductory Certificate in Project Management

Certificate of attendance to the summer school in Applied Health Econometric and Health Policy

Emerald cultural institute English certification

Pursuant to art. 46 and 47 of Presidential Decree 445/2000, I declare that the information included in my CV is true, being aware of the possible application of Article 76 of the same article in the event of a false declaration.

Pursuant to the Legislative Decree (D.Lgs.) no. 196/2003 and the Regulation (UE) 2016/679, the undersigned declares to be well informed that his/her personal data being collected here will be treated, also in electronic form, exclusively for the scope of the procedure related to this declaration and authorizes the collection of personal data for the fulfilment of this procedure.

Date and place,

28/06/2023, Dalmine

Signed





Certificate Number 4370

This is to certify that

Claudia Piffari

has attained the required level of competence to be
granted

Introductory Certificate
in
Project Management

by IPMA ITALY

the Certification Body of ANIMP / IPMA ITALY

using the **IPMA ICB4** as validated by

the International Project Management Association (IPMA®)

This certification process was conducted in the
Italian language.

29/05/2021

Date of Issue

no expiry date

Certification valid until

For the Certification Body



**UNIVERSITÀ
DEGLI STUDI
DI BERGAMO**

Department
of Management, Information
and Production Engineering

CERTIFICATE OF ATTENDANCE

This is to certify that

Claudia Piffari

attended the Summer School in APPLIED HEALTH ECONOMETRICS and HEALTH POLICY,
held in Bergamo (Italy) on 20 – 24 July 2020. At the University of Bergamo the Summer
School accounts for 6 ECTS.

Prof. Giuliano Masiero

Coordinator of AHEHP 2020

This is to certify that

CLAUDIA PIFFARI

attended an
Intensive English Language Course

from *25 July 2014* to *07 August 2014*

The course level on conclusion
of the period of studies was

Upper-Intermediate CEFR B2

Director *Marek Ziobski*

Director of Studies *Diana Walsh*

Date *06 August 2014*

