



# FABIEN CAPPELLI

## TECHNICAL IMPLEMENTATION SPECIALIST

 fabien.cappelli@gmail.com

 0872704519

 County Monaghan, Ireland

## SKILLS

### Technical Implementation & Integration

End-to-end SaaS implementation in complex client environments

API integration & troubleshooting (payload design, data mapping, validation)

System-level debugging across API, data, and integration layers

Workflow configuration and production deployment support

### Data & System Modeling

Structured data modeling and validation

Data consistency and integrity across systems

Multi-step and non-immediate processing flows

Supply chain and regulatory (EUDR) context

### Tools & Technologies

Python

SQL

Git

Linux / Windows

### Delivery & Collaboration

Cross-functional collaboration (engineering, product, clients)

Technical communication with non-technical stakeholders

Workshop facilitation and stakeholder alignment

Project coordination across multi-stakeholder environments

Analytical and structured problem-solving

## PROFESSIONAL SUMMARY

Technical Implementation Specialist with hands-on experience delivering end-to-end SaaS implementations across complex client environments.

I work at the intersection of technical execution, data integration, and client-facing solution design - supporting onboarding, configuring workflows, and translating business requirements into scalable system configurations (UI, API, and data flows).

With a strong focus on documentation, structured problem-solving, and cross-functional communication, I help bridge the gap between product, engineering, and customer teams. Increasingly involved in solution architecture and implementation strategy, with a growing focus on API design, data models, and workflow orchestration.

Background includes experience with automation tools, data systems, and multilingual stakeholder engagement. Fluent in French and English, with advanced training in Data Science and AI (RNCP Level 7).

## CURRENT POSITION

### OPTEL - Technical Implementation Specialist (Optchain)

Limerick (Remote) • 07/2025 - Current

- Lead end-to-end implementation of a SaaS traceability and compliance platform across complex client environments, from onboarding and solution design to production deployment and post-go-live support.
- Act as a primary technical interface and escalation point between enterprise clients and engineering teams, investigating and resolving complex issues across API integrations, data flows, and system interactions.
- Design, implement, and troubleshoot API-based integrations, including payload structuring, data mapping, validation logic, and multi-step or delayed processing workflows, ensuring reliability in production environments.
- Work hands-on with complex, multi-entity data models (items, business partners, sites, transactions, traceability events), ensuring data consistency, regulatory compliance (e.g. EUDR), and cross-system integrity.
- Translate business and regulatory requirements into scalable system configurations and integration strategies across UI, API, and data layers.
- Facilitate technical workshops and alignment sessions with client stakeholders (IT, data, compliance, operations), driving clarity on system behavior, integration patterns, and implementation scope.
- Identify recurring integration challenges and contribute to improving implementation practices, documentation, and system reliability across projects.
- Produce structured technical documentation (process flows, data models, API usage guidelines) to support internal teams and accelerate customer adoption at scale.
- Contribute to solution design and implementation strategy, with increasing ownership over architecture decisions and scalable workflow design.

## EDUCATION

### OpenClassrooms

Paris • 12/2025

**RNCP Level 7 Certification:**

**Expert in Data Science**

### Sorbonne Université

Paris • 07/2024

**Bachelor of Science:**

**Mathematics**

### Université Jean Jaurès

Toulouse • 12/2013

**Ph.D.:**

**Linguistics**

## RECENT WORK HISTORY

### Wix - Customer Care Expert - French Speaking - Risk

*Dublin (Hybrid) • 02/2024 - 07/2025*

- Handled high-volume, high-impact support cases related to payments and risk management, including fraud detection, account restrictions, and transaction anomalies.
- Investigated complex user issues across platform behavior, payment flows, and account configurations, identifying root causes and guiding resolution.
- Communicated technical issues and constraints clearly to non-technical users, ensuring understanding and trust in sensitive situations.
- Developed strong troubleshooting reflexes in fast-paced environments

### Mastek — Agri Machinery & Innovation - CAD Technician and PLM Implementation Specialist

*Cootehill, Ireland • 01/2018 - 02/2024*

- Implemented and maintained a Product Lifecycle Management (PLM) system, supporting structured data workflows across engineering and manufacturing processes.
- Designed and developed automation tools to streamline data validation, reduce manual workload, and improve process reliability at scale.
- Built semi-automated internal tools and workflows to improve data consistency and operational efficiency across teams.
- Worked with structured engineering data and documentation systems, ensuring alignment between digital systems and real-world manufacturing processes.
- Contributed to system adoption by designing documentation and workflows that improved data consistency, reduced user errors, and facilitated system integration into daily operations

### Dr. R. A. Hatch - Research Assistant

*Remote • 08/2011 - 12/2024*

Modern French, Italian and Latin Paleography: transcription and translation

## LANGUAGES

**French** Native Language

**English** Fully proficient

## MUSIC

Bass guitar, beginner

## ADDITIONAL INFORMATION

