



Giuseppe Careri

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ABOUT ME

Seasoned **Chief Technology Officer** with 14+ years of experience in software engineering, cloud architectures and real-time communications, combining deep hands-on technical skills with strategic leadership. Specialized in AI-powered HR tech and Asterisk-based contact center platforms, from early-stage product inception to global scale, with a strong passion for open-source software and developer communities. Experienced in building and leading cross-functional engineering and AI teams, designing mission-critical architectures (cloud and on-prem) and aligning technology roadmaps with business outcomes.

EDUCATION AND TRAINING

Master's Degree in Computer Engineering

Politecnico di Torino [01/09/2007 – 01/09/2012]

City: Turin | Country: Italy

WORK EXPERIENCE

Talentware – Milan, Italy

Chief technology officer

[01/10/2025 – Current]

- Leads the end-to-end **technology strategy** of Talentware, an AI-powered, skills-first HR platform helping companies retain and grow talent and supporting 10,000+ employees.
- Designs cloud and on-prem architectures for Skills Intelligence, including microservices, APIs and integrations with enterprise HR systems, ensuring scalability, reliability and security.
- Manages engineering and AI teams, driving delivery processes, CI/CD pipelines and cost-efficient infrastructure on modern cloud platforms.

XCALLY / Xenialab – Turin / Milan, Italy

Chief technology officer

[01/09/2011 – 30/09/2025]

- Joined XCALLY in its early days as the **first developer**, writing the initial lines of code and designing the core architecture of a globally recognized omnichannel contact center suite optimized for Asterisk.
- Led the evolution of XCALLY from product to company, guiding a team of 25+ developers and DevOps engineers and introducing processes and pipelines that improved delivery speed and quality.
- Architected and delivered real-time contact center capabilities (voice, chat, messaging) and integrations with CRM and external systems, ensuring performance, scalability and high availability on Asterisk-based infrastructures.
- As CTO, drove innovation on AI-driven CX use cases and automation, and represented XCALLY in interviews and international events on how AI is reshaping customer experience.

KEY SKILLS

Technical skills

- **AI & Data:** Conversational AI, LLM-based solutions, recommendation and matching engines, HR Skills Intelligence, analytics for HR and CX.
- **Cloud & On-prem Architectures:** Design of hybrid architectures, SaaS multi-tenant platforms, microservices, containerization and automation on cloud providers (with strong focus on AWS).
- **VoIP & Real-time Communications:** Asterisk PBX, Asterisk-based contact center suites, AudioSocket and real-time voice interaction, SIP, VoIP infrastructure design and optimization.
- **Software Engineering:** Full-stack web development (front-end and back-end), testing frameworks, CI/CD pipelines, API-first design and integration with enterprise systems.

Leadership & management

- **Technology leadership:** Long-term technology vision, product & architecture alignment, roadmap ownership and stakeholder management.
- **Team management:** Building and leading cross-functional engineering teams, mentoring senior and mid-level engineers, promoting a culture of innovation and continuous improvement.
- **Project & portfolio management:** End-to-end ownership from staffing and budgeting to delivery, prioritization and governance of complex initiatives.

Speaking & community

- **AstriCon 2025 – Speaker:** Talk on real-time voice interaction and conversational AI with Asterisk AudioSocket, sharing experiences on deploying AI-enabled voice solutions at scale.
- Regular participation in **AstriCon** and Asterisk community events, contributing to discussions on VoIP, contact center innovation and open-source telephony.
- Interviews and public talks on how AI is transforming customer experience and contact center operations.

Open-source & side interests

- Strong passion for **open-source** software, particularly in the areas of Asterisk, VoIP, conversational AI and tools for real-time communications.
- Active experimentation with AI models and architectures for voice, HR tech and automation, sharing knowledge via talks, posts and code examples on GitHub/YouTube.

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