

LUCA BIORDI

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[LinkedIn Profile](#)

TECHNOLOGY LEADER · CO-FOUNDER & CTO | DIGITAL TRANSFORMATION · INFRASTRUCTURE · AI | MBA

Technology leader with over 15 years of experience driving digital transformation across banking, fintech, and event technology — from Mashreq UAE, Mashreq Neo, and the Mashreq UBO platform to mission-critical delivery for GITEX Global, Gulfood, The Big 5, IDEX, and the World Defense Show.

Currently at Commercial Bank of Dubai as Group Leader for the Personal Banking Group digital channels, I own the Mobile App and Online Banking platforms end to end — shaping the retail digital roadmap with the business unit and leading the bank's Tier-1 programmes, its highest-priority category, carrying combined CAPEX of AED 5M and a four-year total cost of ownership above AED 15M, across architecture, delivery, governance, and production on Azure.

In parallel, as co-founder and CTO of Powerscore, I built a B2B SaaS event-analytics platform from concept to production — setting the technical vision, owning the architecture, and embedding AI into both product and engineering process: ownership at the top, with the hands-on depth to know exactly what is being built and why.

KEY SKILLS

Technology Strategy & Vision | Digital Roadmap Ownership | Business Partnership | Solution Architecture | Multicultural Team & Vendor Management | Budget Management | Executive Stakeholders

Core Banking & Payments Integration | Cloud (AWS & Azure) | SaaS Platforms | AI & Automation | Hands-on Engineering | Web & Mobile Development | IT Security & Delivery Governance

EMPLOYMENT HISTORY

Group Leader, PBG Channel — Information Technology

CBD Bank (Commercial Bank of Dubai)

December 2025 — Present

Dubai, UAE

- Own the Personal Banking Group digital channels end to end — Mobile App and Online Banking — as the single technical owner for platform strategy, delivery, and run.
- Shape the retail digital roadmap jointly with the Personal Banking Group business unit, translating commercial priorities into a sequenced technical plan and defending it at steering committees and working groups.
- Lead the bank's Tier-1 programmes — its highest-priority category — representing combined CAPEX of AED 5M and a four-year total cost of ownership above AED 15M, steering scope against remaining budget throughout the lifecycle.
- Own solution and integration architecture for every channel initiative, setting technical direction across API, integration, and cloud layers and holding vendor designs to it before build.
- Drive delivery across the bank's wider systems landscape, not the channel alone — Core Banking, cards (Vision PLUS), payment switch (IST), middleware (MuleSoft), identity (PingFederate), and the enterprise Data Lake — aligning system owners, dependencies, and release sequencing.
- Lead multicultural, multi-vendor delivery teams: coordinate 5–6 people directly per programme and manage external vendors from solution proposal and design review through build, UAT, and post-production support, aligning scrum masters, project managers, tech leads, and heads.
- Carry every production change through the bank's governance, authoring and presenting Permit to Build, Permit to Release, and Change Advisory Board submissions for risk, security, and compliance sign-off.
- Run a monthly production release cycle across concurrent Tier-1 projects and BAU support, owning cutover, rollback strategy, post-production operations, and the channel's Azure estate (API Management, App Services, monitoring and diagnostics).

ACHIEVEMENTS

- Delivered Enriched Transaction to 100% of the RMB mobile banking base (~30,000 customers), creating a new enriched transaction data layer now consumed across every digital channel in the bank.
- Contributed to the delivery of Digital Wealth, folding wealth management into the main RMB app and enabling the retirement of a standalone legacy application and its run cost.
- Sustained a monthly production release cadence across concurrent Tier-1 projects and BAU support, fully approved through PTB / PTR / CAB governance.

Co-founder & Chief Technology Officer

Powerscore LLC FZ — Event Powerscore Index (EPI) · technology startup (in parallel with current role)
2025 — Present Dubai, UAE

- Set the technical vision and own all engineering for a multi-tenant B2B SaaS analytics platform for the events and trade-show industry, taking it from concept to a production-ready product in partnership with the CEO and CMO on product and go-to-market.
- Define the end-to-end technical strategy and architecture, balancing speed-to-market against scalability and security, and own all platform and build-vs-buy decisions across infrastructure, authentication, and AI.
- Lead the technical response to enterprise sales requirements — including evaluating data-residency architectures for a major prospect's UAE compliance needs and presenting clear cost, effort, and risk trade-offs to commercial stakeholders.
- Treat security and data protection (multi-tenant isolation, GDPR-compliant data capture) as commercial enablers for enterprise deals rather than afterthoughts.
- Introduced AI-driven product features and an AI-augmented engineering workflow that multiplied delivery capacity while retaining full architectural ownership and quality control.
- Established the engineering operating model from scratch — delivery pipeline, CI/CD, documentation, QA, and observability — laying the foundation to scale a team.

ACHIEVEMENTS

- Delivered six pilot events on the platform, collecting over 2,500 attendee responses and validating the scoring model against real trade-show data.
- Achieved near-zero defects at release across every deployment, on the back of the release chain and SDLC I designed and embedded from scratch.
- Built a pipeline of further events already scheduled for delivery.

Hands-on across the stack: Next.js / React, Postgres / Supabase, cloud infrastructure, and AI (Claude / LLM) integration.

VP of Technology

Info Salons Middle East Pty L.L.C
March 2021 — November 2025 Dubai, UAE

- Led the company's end-to-end digital transformation, overseeing IT, Digital, and Onsite departments (25 staff) and maintaining 99.9% service uptime across high-volume events handling over 250,000 system transactions daily, with peaks exceeding 5,000 simultaneous requests during show hours.
- Redesigned and modernized infrastructure, migrating to AWS and implementing DevOps, Iaas, Terraform, and containerization, achieving a 40% faster release cycle, 35% cloud-cost reduction, and 30% lower IT workload.
- Directed multi-million AED budgets and vendor relationships, optimizing multi-cloud investments, SLAs, and integrations across external, payments, and partner ecosystems.
- Directed the design and development of SaaS platforms for exhibitions' attendee management, improving scalability, data performance, and overall user experience.
- Developed an internal AI-based documentation and training assistant, built on OpenAI models and APIs, to centralize knowledge, support staff training, and reduce dependency on technical resources.
- Directed corporate and product-level security initiatives including vulnerability assessments, penetration testing, and vendor security reviews.
- Built and mentored high-performing teams, fostering innovation, accountability, and operational excellence.

ACHIEVEMENTS

- Cut cloud infrastructure costs by over 80%, reducing monthly spend from USD 21K to AED 7–9K through AWS migration and Terraform-based optimization.
- Reduced development time by 90%, enabling non-technical staff to create digital solutions and saving ~AED 18K on digital setup per service.
- Accelerated product delivery cycles by 40% via DevOps automation and continuous-deployment pipelines.
- Consolidated IT, Digital, and Onsite teams (25 staff) under unified delivery, improving cross-department efficiency and accountability.
- Directed an AED 1.7M annual tech budget, reallocating resources to innovation and achieving double-digit ROI growth on infrastructure investments.

Technical Leader & IT Director, Fabrick (former Vipera MENA)

For Mashreq Bank, Al Masraf, and National Bank of Fujairah (NBF)

October 2017 — March 2021

Dubai, UAE

- Led digital-transformation initiatives for major UAE financial institutions, focusing on digital onboarding, payments, and KYC automation in alignment with UAE Central Bank compliance.
- Managed the Mashreq Bank UBO (Unified Onboarding Officer) program, a tablet-based branch application developed from the ground up, overseeing a team of five engineers and coordinating requirements, architecture, and release cycles to ensure stability and scalability.
- Designed and supervised back-end enhancements using microservices and API-driven architectures to improve scalability, security, and data consistency across mobile and web platforms.
- Integrated Apple Pay and Google Pay with full card tokenization and secure authentication flows, expanding adoption of mobile-payment solutions.
- Coordinated end-to-end release management across business, QA, and UAT teams, with consistent on-time delivery and zero critical deployment incidents.
- Promoted a culture of continuous delivery, cross-squad collaboration, and innovation as part of Agile transformation initiatives.

ACHIEVEMENTS

- Launched and maintained high-performing mobile and branch banking platforms for multiple banks with 99.9% uptime and zero critical production failures.
- Managed a monthly budget of USD 10K for external suppliers developing the tablet-based UBO app, ensuring on-time delivery, quality compliance, and cost efficiency.
- Enhanced security and compliance, achieving full alignment with UAE Central Bank digital standards and implementing biometric and tokenized authentication flows.

Senior Software Engineer, AC&D Solutions S.R.L.

For Banca delle Marche, Welfare S.R.L (ex Muoversi), and Mashreq Bank

February 2007 — October 2017

San Marino – Milan – Dubai

- Developed and launched multiple Mashreq Bank digital channels, including Mashreq Retail UAE, Mashreq NEO, Mashreq SME, and regional versions for Mashreq Egypt and Mashreq Qatar, contributing to the bank's multi-market digital-transformation strategy.
- Implemented key functionalities such as bill payments, fund transfers, eKYC verification, spending analytics, biometric login, push notifications, and real-time transaction alerts, improving platform reliability, security, and user experience.
- Coordinated QA, release planning, and deployment cycles for high-availability banking and enterprise applications.
- Contributed to EVA, a large-scale digital-transformation project for Banca delle Marche, developing core banking modules and regulatory-reporting systems using .NET web services, and implementing ETL workflows for data-warehouse population.
- Designed and developed the entire IT infrastructure renewal for Welfare S.R.L (ex Muoversi S.R.L), building scalable web platforms in PHP and SQL and digitizing employee-welfare operations.

ACHIEVEMENTS

- Contributed to a retail mobile banking app ranked among the Top 10 in the UAE, boosting customer satisfaction and digital adoption.
- Increased user retention and engagement by 20%, introducing real-time alerts, spending analytics, and personalized in-app experiences.
- Successfully contributed to EVA, one of Italy's largest banking-modernization projects, improving reporting efficiency and compliance accuracy.
- Delivered the complete welfare-system renewal for Welfare S.R.L, reducing manual processes and increasing internal operational efficiency by 30%.

TECHNICAL SKILLS

- **Cloud & Infrastructure:** AWS (EC2, S3, RDS, CloudWatch, IAM), Azure, Terraform (IaaS automation), Docker, Multi-AZ architecture, CI/CD pipelines
- **DevOps & Automation:** GitLab CI, GitHub Actions, Jenkins, CloudFormation, Kubernetes (basics), monitoring & alerting (e.g. Grafana, Sentry)

- **Programming & Frameworks:** Python, .NET / .NET Core, Java, Go, JavaScript / TypeScript, React / Next.js, Flutter, Bash scripting
- **Database Systems:** PostgreSQL / Supabase, MySQL, SQL Server, MongoDB
- **Web & SaaS Platforms:** RESTful APIs, microservices, multi-tenant SaaS, headless architectures, SaaS product scaling
- **AI & Automation Tools:** OpenAI API, Claude / LLM integration, prompt engineering, AI-augmented engineering workflows

EDUCATION & LANGUAGES

Master of Business Administration

Sep 2021 — Jan 2023 · Bologna Business School, Bologna

Business Intelligence Advanced Course

Jan 2008 — Apr 2008 · University of San Marino

Information Technology

Sep 2004 — Jan 2007 · Alma Mater Studiorum, Bologna

Electronic and Telecommunications

Sep 1999 — Aug 2004 · Istituto Tecnico Industriale L. Da Vinci, Rimini

LANGUAGES

English — Proficient

Italian — Native