Ilaria Sanfilippo Senior Post-Sales Engineer

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PROFILE SUMMARY

- **Senior Post-Sales Engineer** with **9 years** in **payments and wealth software**, currently delivering **enterprise merchant rollouts** at Tyro for hospitality and retail groups with **50 to 400 sites**.
- Works in **REST APIs** and **MuleSoft** for integrations, **Python** and **SQL** for data work, **AWS** for test environments, and **Okta** or **Entra ID** for customer SSO.
- Known for **multi-site cutover planning**, **POS partner integrations** and **PCI-aware solution design**, with a **signed design document on every project** before a line of config is written.
- Partners with **enterprise account managers**, **sales engineers**, **Tyro's POS partner team** and the **merchant support centre**, and runs the technical side of renewal reviews for her accounts.
- Mentors **3 post-sales engineers**, runs the fortnightly **launch readiness review**, and wrote Tyro's **enterprise rollout runbook** used on every multi-site project.

TECHNICAL SKILLS

APIs & Integration Platforms:	REST APIs, MuleSoft, Postman, Webhooks, SFTP
Scripting & Query Languages:	Python, SQL, PowerShell, JSON, XML
Databases & Migration Tools:	PostgreSQL, Microsoft SQL Server, Oracle Database, AWS DMS
Cloud & Deployment:	AWS, Docker, Linux
Identity & Security:	SAML 2.0, OAuth 2.0, Okta, Microsoft Entra ID, TLS certificates
Monitoring & Troubleshooting Tools:	Splunk, Grafana, Wireshark, cURL
Delivery & Ticketing Tools:	Jira, Confluence, Salesforce, ServiceNow, Smartsheet

EDUCATION

University of Sydney — **B.Eng. in Software Engineering** — Sydney, Australia · Feb 2012 to Nov 2016

WORK EXPERIENCE

Tyro Payments — **Senior Post-Sales Engineer** — Sydney, Australia · Jul 2021 to Present

- Delivered **17** enterprise merchant rollouts across hospitality and retail groups, from the design workshop to the last site going live, with **15** of them on the contracted date.
- Wrote the solution design for a **310-site** pub group's move to integrated EFTPOS, mapping 4 POS systems and their settlement flows, and found **6** scope gaps before the SOW was countersigned.
- Planned and ran cutovers in waves of 20 to 40 sites with rehearsed rollback steps and **Splunk** dashboards for transaction errors, keeping failed payments under **0.3%** on launch nights.
- Owned P1 escalations on live enterprise accounts, tracing terminal and API failures with **Wireshark** and gateway logs, and wrote **12** root cause reports the merchants accepted without follow-up.
- Scoped change orders for new venues and add-on products with the account managers, writing the effort estimates behind **A$1.6M** in expansion revenue over 2 years.

Iress — **Implementation Consultant** — Sydney, Australia · Feb 2017 to Jun 2021

- Built **MuleSoft** and file-based integrations between Iress Xplan and **8** platform and CRM providers for financial advice firms, and reconciled every migrated client record before go-live.
- Ran quarterly health checks on live Xplan sites, tuning slow reports and **SQL** extracts, and cut the average overnight data refresh from 5 hours to **90 minutes**.
- Wrote as-built documents and support handover packs for **23** projects, and trained admins at each advice firm before the implementation team stepped away.