

Luigi Papalia

CYBERSECURITY ENGINEER

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Cybersecurity engineer. Since April 2026 I have been responsible for security at Smartness, a hospitality tech company, where I work on **compliance (ISO/IEC 27001, PCI DSS, GDPR), application and cloud security and CI/CD security**. Before that, three years on system security for major Italian banks at NTT DATA. MSc in Cybersecurity from Politecnico di Torino. I use AI tools heavily in my daily work.

EXPERIENCE

- Cybersecurity Engineer**

Smartness · hospitality technology

- Responsible for security across the company, doing most of the hands-on work myself.
 - Brought ISO/IEC 27001 controls from 13% to 94% passing on Vanta in 6 months (risk assessment, policies, evidence, internal audit).
 - Raised GDPR compliance from 21% to 96%.
 - Triaged about 31,000 SCA, SAST, DAST and IaC findings in 5 weeks, deciding by risk whether to fix, mitigate, accept or defer each one.
 - Built all the security functionality of a payment module from scratch under a tight deadline. The module was certified PCI DSS compliant by a third-party assessor.
 - Built a custom CI/CD pipeline with security gates. In its first month, no new SAST/DAST vulnerabilities were introduced.
 - Secured the personal and biometric data handled by the self check-in system, which completes 99.98% of check-ins automatically (0.02% go to manual review).

Cybersecurity System Engineer

NTT DATA · consulting for major Italian banks

- Reduced L3 tickets from 60 to 5 per month by making better use of Dynatrace, Splunk and Snyk.
 - System security for banking clients, often on problems that spanned systems, infrastructure and security.
 - Frontman of the cybersecurity team, also covering the human side of security.

Software Developer

- Developer role before moving into security.
- Apr 2026 – Present
- 2023 – 2026
- 2018 – 2023
- ## EXPERTISE
- Application security
SAST · DAST · SCA · IaC
 - DevSecOps and secure CI/CD
 - Cloud and runtime security
 - Compliance engineering
ISO/IEC 27001 · PCI DSS · GDPR
 - Risk management and internal audit
 - AI-assisted engineering
- ## TOOLBOX
- | | | |
|--------|-----------|--------|
| Snyk | Vanta | Upwind |
| Falco | GCP | AWS |
| GitHub | Dynatrace | |
| Splunk | | |
- ## EDUCATION
- MSc, Cybersecurity**
Politecnico di Torino
2025

BSc, Computer Engineering
Politecnico di Torino
2023
- ## LANGUAGES
- | | |
|---------|--------|
| Italian | Native |
| English | C1 |
- I authorise the processing of the personal data contained in this CV in accordance with Regulation (EU) 2016/679 (GDPR).