ETIENNE LESCOT

TECHNICAL & PRODUCT DIRECTOR • SAAS, IOT & AI

CONTACT

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PROFILE

Technical & Product Director with over 15 years of experience in designing SaaS platforms. I operate at the intersection of product vision, cloud architecture, and user experience, with specific expertise in IoT solutions.

SKILLS

> **Product Vision & Strategy**
Product vision definition, roadmap management, lifecycle management (design → deployment → optimization), product/technical strategic alignment

> **User Experience & Design**
UX/UI direction, customer journey design, multi-device interfaces (mobile, web, physical kiosks)

> **IoT Solutions & Indoor Geolocation**
Localization technologies, interactive mapping, smart contextual notifications

> **Technical Architecture & Direction**
Cloud SaaS architecture (AWS, Kubernetes, Scaleway), scalability, multi-instance, infrastructure as code, monitoring

> **Artificial Intelligence & Automation**
Conversational AI (LLM, AWS Bedrock, Langchain), RAG (Retrieval-Augmented Generation), customer journey automation, context analysis

> **Management & Leadership**
Leadership of multidisciplinary teams (dev, UX, product), agile methodology, CI/CD, DevOps, R&D profitability optimization

STRATEGIC PROJECTS & ACHIEVEMENTS

> **AppKiosk** (2019–2022) — SaaS IoT Platform
Product transformation: Transition from a custom project model (several days of dev per deployment) to an industrialized no-code platform.
>> **ROI & Scalability**: Drastic reduction in production costs (-90%), deployment capacity for 100+ events, 50,000 users per event.
>> **360° Leadership**: Product roadmap, cloud architecture, UX/UI direction, multi-client monitoring.
IoT Module and Mobigéo Mapping
>> **Iconic Deployment**: Complete project leadership for Printemps Haussmann (Paris) — physical interactive kiosks (still in place) and mobile application, in collaboration with JCDecaux (hardware). Features: indoor geolocation, in-store routes, smart contextual notifications.
>> **IoT & Geolocation**: Technical integration of Polestar SDK (Bluetooth LE) for indoor localization and contextual services.
>> **Other Deployments**: Professional trade shows (Bourget, etc.), also deployed on corporate campuses (Crédit Agricole).

> **Exalbot** (2022–2023) — Cloud-Native AI Chatbot (SaaS)
>> **Design & AI**: Development of conversational chatbot engine (Python, Langchain, LLM), RAG architecture for contextual response enrichment.
>> **Product Leadership**: Definition of roadmap and AI integration strategy.
>> **Infrastructure & DevOps**: Cloud architecture (Kubernetes, ArgoCD, Scaleway), multi-environment deployment, performance optimization.

> **DigitecPharma** (2017–2019) — B2B2C SaaS Healthcare Platform
>> **Design & Product Vision**: Co-design of the product with business (vision, UX/UI, features) for a complex ecosystem (1000 pharmacies, 30+ groups, 300K patients).
>> **Technical & UX/UI Direction**: Leadership of SaaS architecture and mobile applications (iOS, Android), design team management.

> **SARAE** (2024–2025) — Customer Platform & Conversational AI
>> **Product & AI Strategy**: Roadmap definition, AI integration (RAG, LLM) for call analysis and customer journey automation.
>> **Cloud-native Architecture**: Implementation of AWS infrastructure, CI/CD, multi-instance environments.
>> **Optimization**: Reduction of infrastructure costs and continuous performance improvement.

PROFESSIONAL EXPERIENCES

> **CTO - Saraé** (2024-2025)
Sector: Architecture & Services

- IT strategy leadership (cloud, AI, automation), product roadmap definition.

> **CTO - Exalgo** (2022-2023)
Sector: AI & Software Development

- R&D leadership and definition of technological and product vision for the SaaS platform.
- Management of cloud-native infrastructure strategy (Kubernetes, DevOps, CI/CD), ensuring scalability.
- Leadership of technical performance and service security.

> **CTO - Leni** (2019-2022)
Sector: Event Technologies & IoT Solutions

- Leadership of an R&D team (10 people), recruitment management.
- Leadership of SaaS product portfolio (AppKiosk, Youslide): roadmap, UX/UI, architecture, product/technical alignment.

> **Lead Dev & Project Manager - Freelance** (2007-2019)
Sectors: Luxury, Automotive, Insurance, Healthcare, Architecture

- End-to-end leadership of web & mobile projects as an external consultant for large accounts and SMEs.
- Client relationship management, needs analysis, design (architecture, UX/UI), and team management.
- Ensuring commitments are met (costs, deadlines), and mission profitability.

LANGUAGES

> French - Native

> English - B2 Advanced level

INTERESTS

> Boxing: Discipline and self-improvement.

> Home Automation & IoT: Home Assistant, Zigbee, AI Assistant with extended context to home sensors, active technological watch.

> Real Estate Renovation: Technical constraint management and creativity.