



## Maxime CARPENTIER

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English | French | Spanish | Thai

**Profile:** Result-oriented international manager with over 18 years of hands-on experience. Multi-cultural team player with strategic thinking skills, business development records and established leadership.

## Education

<b>SASIN (THAILAND)</b> - Kellogg Executive MBA, Master of Management	<b>2003 – 2005</b>
<b>ECOLE CENTRALE DE LILLE (FRANCE)</b> - Master degree - Engineering	<b>1993 – 1996</b>

## Career Timeline

### **ALKIA IT SERVICES CO., LTD.** | Founder & CTO

September 2003 – Present (12 years) | Bangkok.

ALKIA is local IT Service Company providing IT strategy consulting, security auditing, ITIL based support services, managed outsourcing and enterprise software project management. Alkia bridges the gap between high standards Multinational companies' expectations and local resources specificities, limitations and culture. Customers: EDF (energy), Compass (service), Solvay (chemicals), Chantelle (textile)...

### **IB REMARKETING S.A.** | Asia Pacific Operation Manager

Jan 2011 – April 2015 (4 years) | Bangkok.

IBR is a 3rd party maintenance service company (infrastructure/ Hardware/Software) for telecom operators in ASIA providing SLA based Gold/Platinum support contracts: Customers: AIS, Digi (MY), DST (BR),DTAC, Globe (PH), Maxis (MY), Ooredoo (MY), Singtel, Telkomsel (ID),True, Unitel (Laos).

### **ALCATEL-LUCENT** | International Project Manager

July 1999 – May 2003 (4 years) | Paris | Madrid | Istanbul | Dubai | Shanghai | Jakarta | Bangkok.

International project management. Implementation of mobile internet systems for telecom operators.

### **CEGETEL SFR - VIVENDI GROUP** | Project Manager

September 1998 – July 1999 (11 months) | Paris Area, France.

Project management of mobile E-commerce portals & head of the hosting engineering team.

### **BOUYGUES** – Group Information Systems and New Technologies Direction | New technologies engineer

November 1996 – September 1998 (1 year 11 months) | Headquarters – CHALLENGER building

At the early start of the enterprise Internet wave, planning of the corporate Internet / Intranet plan and implementation for the group (Bouygues, TF1, Colas, Bouygues Telecom).

### **RENAULT** – Supply chain department | Analyst (internship)

January - September 1996 | Reengineering of the factory's central receiving department. Analysis of the logistic processes, work streams, cost drivers and information systems. This project permitted a 15 % cost cutting.

### TABLE OF CONTENT

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- **Operations**
- **Project / Program management**
- **Strategy**
- **System design & IT architecture**
- **Security**

### OPERATIONS

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**Project:** APAC IT System Maintenance for Telecom operators.

**Objective:** Perform SLA based Level 1, 2 & 3 IT support for Telecom Operators in South-East Asia on infrastructure/Hardware/Software.

**Customers:** AIS Co., Ltd., DTAC Co., Ltd. (Subsidiary of Telenor), TRUE Co., Ltd. (Former Orange Thailand), Digi (Malaysia), Globe Telecom (Philippines), Oredoo (Myanmar), Telkomsel (Indonesia).

**Duration:** Jan 2011 – April 2015.

**Company:** IB Remarketing S.A., represented regionally by Alkia IT Services Co., Ltd.

**Scope:** Management of Gold & Platinum maintenance contracts (SLA: 24/7, 15-minute response time, 4 hours on site) in Asia & Pacific region.

**Size:** Contract Portfolio of 8M Euros. Coordinating 80 Engineers belongings to 12 partners all over APAC (From China to Australia).

**Project:** IT Maintenance Operation.

**Objective:** Perform Level 1, 2 & 3 support services in Thailand.

**Duration:** On-going service since 2004.

**Company:** Alkia IT service Co., Ltd.

**Scope:** Maintenance of a full IT ecosystem: Servers, Workstations, Network equipment, Storage, Mobile devices. Management of operations under ITIL precepts.

**Size:** 8M THB turn over. 10 persons.

## PROJECT / PROGRAM MANAGEMENT

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Position: **Mobile Security CTO.**

Company: DM, a mobile security start-up.

Duration: from April 2015 to now.

Product: Designed for privacy sensitive professionals (lawyer, journalists, businessmen...), DM is a secured android mobile device that offers high-end encryption and stealth capabilities to protect its owner and the confidentiality of his communications. The product competes with blackberry enterprise and blackphone solutions.

Tasks:

- Product management (feature, release phasing),
- Project management (planning),
- Quality Assurance : Setup & enforce quality processes.

Key technologies: Android, cyanogenmod, cryptography, highly available infrastructure, PGP mail encryption, docker (software containers deployment framework).

Key methods: The development process is organized around continuous integration principles making extensive usage of Jenkins (integration automation) coupled with Git (distributed revision control system).

Position: **CTO (Chief Technology Officer).**

Company: Samclick Co., Ltd, Thai subsidiary of Index Multimedia Group [Japan], was the leading mobile content provider of Thailand generating a turnover of 15 M€ in 2005.

Duration: 1 year - from December 2004 to October 2005.

Task:

- Ensure the development of the content download subscription platform (2 million users),
- Manage the operation of the SMS & MMS gateway (over 150,000 SMS per day),
- Manage the pipeline of services,
- Develop and operate the analytical tools (OLAP cubes) ,
- Develop and maintain the VoiP call center (40 operators).

Position: **International Project Manager | ALCATEL .**

Duration: 4 years from July 1999 to May 2003.

Tasks: Network VAS (Value Added Services) Project Manager for the following operators: TA ORANGE subsidiary of Orange (France Telecom group) in Thailand, over year and half on site.

ETISALAT (United Arab Emirates - 5 month on site), TELEFONICA (Spain - 6 month on site), TELKOMSEL (Indonesia), TELSIM (Turkey), QATAR TELECOM and ZMCC (China).

Budgets: From 500K USD to 5 Million USD.

Team: From 5 to 10 engineers (mixed nationalities) in direct line + subcontracted local firms.

Activity description:

- . Project Management:
  - Day to day relational activities: Team management, customer relation, co-ordination,
  - General Management: contractual relationship, budget, planning, staffing.
- . Operation management:
  - Integration in the TELCO's environment (Interconnection with: the networks, the Operation and Maintenance Center, the Customer Care, the Billing system...),
  - Test and acceptance,
  - Deployment of customized application (for administration, provisioning, billing).
- . Pre-sales: Validation/redaction of quoted offers.

Results: Operating profit and delays has been respected. Customer satisfaction: 5 contracts extension has been traded off right after the project's completion. Teamwork: Low turnover in the teams.

Position: **Project Manager | CEGETEL.**

Duration: From Mar 1998 to Jul 1999.

Tasks: Project management: Development of Web applications like institutional sites, E-commerce portals. Management of the engineering team.

Team & Budgets: Teams of 5 persons and budgets averaging 150K Euros.

Activity description & results:

- . Pre-sale, design and project management of WEB application development:
    - Cegetel enterprises extranet & Cegetel Internet Business Unit intranet,
    - Miscellaneous sites ordered by external customers.
  - . Expertise and project co-ordination for VIVENDI UNIVERSAL group projects:
    - Technical expertise on portal technology for <http://www.bonjour.fr/>,
    - Intranet of the Eurovia group and the Réseau Santé Social (the French health portal).
  - . WEB server hosting engineering
    - Development of hosting offers for Cegetel internet and extranet solutions.
- Industrialization of the service deployment processes.

## STRATEGY - MANAGEMENT CONSULTING

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**Project: IT strategy for a South-East Asia Regional Company.**

Objective: Align IT units with business objectives in order to sustain the yearly 20% growth.

Company: East West Seeds Co., Ltd.  
EWS is a leader in Asian vegetable hybrid seed research and production. The group gathers over 1000 persons on 6 countries Philippines, Thailand, India, Vietnam, Indonesia, China.

Duration: 3 months in 2009 + follow up 3 months in 2012.

Scope:

- Analysis: Product Lifecycle, business value chain, criticality of IT for the business, Competition's IT forces, Current IT's SWOT, IT Cost analysis.
- Audit: IT infrastructure Audit, IT security audit.
- Virtualization decision matrix [Product reviewed: VMware, Microsoft, Oracle].
- Recommendation report.

Results: Reorganization of the IT team, outsourcing decisions. Regional synergies & cost cutting.

**Project: Crypto currency strategy for online retailer.**

Objective: Strategic analysis of crypto currency such as Bitcoin on online businesses.

Duration: 2 month in 2013.

Company: Confidential.

Scope:

- Strengths, weaknesses, opportunities, and threats Analysis of cryptocurrencies such as Bitcoin, PPCoin or Litecoin
- Recommendation to the board

## SYSTEM DESIGN – IT ARCHITECTURE - DEVELOPMENT

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Project: **LAOTIS. Tax management system of LAO P.D.R.**

Customer: Ministry Of Finance of LAO P. D. R. through Swedish Development Agency (S.I.D.A).

Objective: Nation Wide Tax payment management & collection system.

Design the architecture of the tax management system that has to support the introduction of the VAT in the country as per WTO (World Trade Organization) recommendations.

Duration: From July 2006 to Dec 2009.

Scope:

- Design a reliable architecture operating under unreliable networks(based on Message Oriented Middleware),

- Supervise the backend development,
- Manage the implementation in Vientiane and Savanaket province.

Technology: C#,MS SQL, MSMQ, C++ services & clients.

Results: Tens of thousands of Laotian tax-payers managed through LAOTIS since 2010.

Project: **Stylista (Facebook Game) backend on Ec2 Amazon Cloud for Facebook.**

Customer: Sandbox Co., Ltd. [Facebook game editor].

Objective: Provide a highly scalable backend to support the game ramp-up towards the million MAU (Monthly Active Users)

Duration: 6 month - From May 2012 to Oct 2012

Scope:

- Design a scalable architecture that could support a very fast growth,
- Provide a reliable (Highly available) design,
- Load testing (5 Million subscribers),
- Platform security hardening.

Technology: Cloud computing, Amazon EC2, Amazon RDS.

Results: Stylista reached 1 Million Monthly Active User in 2013.

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## ORGANIZATION - CONSULTING PROJECT

Project: **ERP for Isowall.**

Customer: Isowall.

Objective: Prepare ISOWALL ERP installation.

Date : 2007 – 6 Months.

Project: **CRM pre-project to RFP.**

Customer: East West Seeds.

Objective: Offer a CRM for the international sales force of (5 countries, 100 persons).

Tasks: Internal Analysis, Evaluation of RFP solution, feasibility study, RFP redaction.

Date : 2012 – 3 Months.

Project: **Virtualization.**

Customer: Compass (Thailand) Co., Ltd.

Objective: Migration to WMware 5.1.

Tasks: Analysis, Cost benefit analysis, implementation.

## SECURITY

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Project: **Secured Android Device & Infrastructure.**

Product: Externally the device is a popular Samsung that present no external sign of enhanced security. Its standard interface is an Android operating system, hardened and stripped of unsafe applications. Internally, the device can be switched to a secure operating environment sealed in an encrypted container, offering protected communications (PGP mail, ECC messaging). The device strongpoint resides on its active counter measures: self-protection capabilities against forensic analysis and remote intrusions.

Key technologies: Android, Cyanogen, Jenkins, Testia, Docker, Gitlab, JIRA.

Tasks: Product & project management.

Date: 2015 – 7 Months.

Project: **Incident response & forensics.**

Customer: **Webster International University, Thailand campus.**

Tasks: Rapidly analyze, contain and remediate to an internally initiated online fraud.

Date: 2009.

## Certifications

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SIPA Certified project manager. *Software Industry Promotion Agency* (Public Organization).

