Gonzague PATINIER

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# SUMMARY

Gonzague is an accomplished IT project and service delivery manager with extensive experience in the delivery of software solutions in the South East Asia region with practice spanning the sales and delivery process of IT best practices, management and application solution.

* Excellent organizational and planning skills able to operate in fast paced environments with an ability to deliver within the given timeframes while identifying and managing the associated risks.
* Well-developed problem solving and communication skills, able to build relationships with key internal and external stakeholders
* Proven management and team building skills, experienced in building and leading high-performing multi-disciplinary teams, as well as strong coaching and mentoring skills with multi-disciplinary and ‘virtual’ teams located across Asia.
* Extensive experience delivering software solutions

**PROFESSIONAL EXPERIENCE**

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| **Independent, Thailand** | 2015 – Present |
| Service and Project Management Consultant  * Delivery of Microsoft Project Server 2013 (Sharepoint 2013) * Conduct ITIL trainings * Coach IT teams in process improvement using business simulation   + ITIL, Apollo 13 an ITSM Experience   + Project Management, Challenge of Egypt * Active board member of Project Management Institute of Thailand * Drive IT Service Management community in Bangkok (ITSM BKK) | |

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| **PCUBED, Thailand** | 2014 – 2015 |
| Senior Principal Consultant  * Coach and support customers to better manage and deliver their large and challenging  programs by bringing PCUBED’s expertise in their complex program, project, portfolio and  change management initiatives. * Delivery of Microsoft Project Server 2013 (Sharepoint 2013) * Develop PCUBED consulting business in Thailand * Managed partnership with Microsoft in ASEAN | |

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| **SELF-EMPLOYED, Thailand** | 2013 – 2014 |
| Independent Trainer and Consultant  * Deliver IT Best Practices training (ITIL, COBIT) for organization in ASEAN (classroom and  virtual). Conduct Business simulation workshop for process improvement. | |

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| **MICROSOFT, Thailand** | 2010 – 2012 |
| Professional Development and Resource Manager |  |

* Managed the Business Productivity Infrastructure Optimization practice in South East Asia to deliver Microsoft Consulting Service (MCS) projects using a combination of internal, offshore and partner resources.
* Managed a team of highly skilled Microsoft Consultants (Sharepoint / MSSQL / BI)
* Transformed the team culture by expanding the role of consultants through consistent mentoring which resulted in a significant increase in sales pipeline generated by the team and   
  in consistently receiving high scores for customer satisfaction.
* Developed Resource planning and management, with annual/quarterly capacity plan and monthly/weekly tracking, for a mixed pool of resources (internal, offshore and partners).
* Increased customer satisfaction to meet company target
* Implemented recovery plan to optimize resource utilization
* Drove adoption and usage of a resource and planning tools for SEA, to improve billable utilization and forecast accuracy.
* Implemented process optimization for proposal creation within Microsoft Consulting Services in South East Asia to reduce proposal generation time by 50% (six sigma project).

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| **ITPRENEURS, Thailand** | 2007 – 2009 |
| Leading content provider for IT best practices training and workshops |  |
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| Regional Business Manager |  |

Managed ITPreneurs’s education and consulting business in ASEAN through a network of partners:

* Grew IT course material business by 300%, by transforming the business model, from one-time project engagements to a recurring revenue model via partners.
* Increased sales and delivery network by recruiting 10 new partners.
* Promoted IT Best Practices education, by actively participating in local and regional itSMF Chapter (Marketing Director for ITSMF Thailand from 2007 to 2010)
* Enabled pre-sales and delivery capabilities of partners, by organizing Train the Trainer’s workshop and regular updates of ITPreneur’s offering to existing and potential partners.
* Delivered ITIL and COBIT trainings to various large IT outsourcing companies (Infosys, Wipro, TCS, CSC)
* Successfully launched new product for IT Performance Management (SAAS) and signed-up first APAC customer.

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| **CA (COMPUTER ASSOCIATES), Singapore/Thailand** | 2000 – 2007 |
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| Solution Architect |  |

Responsible for supporting the sales and delivery of multi-millions dollar enterprise management solutions in ASEAN. Hold multiple roles from consultant, team leader, ITSM evangelist to solution architect:

* Delivered a multi million enterprise management solutions for the Kuala Lumpur Stock Exchange
* Sold and architected a service desk and configuration management solution to Holcim Asia (Thailand)
* Architected and implemented a business solution for 7-11 stores in Thailand (6,000 stores)
* Planned and migrated a critical security solution for TESCO Thailand (2,000 users)
* Reviewed architecture and diagnosed problems for an asset management solution (10,000 desktops)
* Educated customers/partners on IT Best Practices by conducting ITSM workshop using   
  Apollo 13 simulation Tools (Telco and banking customers)
* Speaker on “Running IT as a Service” at CA EXPO 2007 (Malaysia)

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| **ASP1 ASIA, Singapore** | 2000 – 2002 |
| Application Service Provider (SAAS), a CA/KEPPEL Joint Venture |  |
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| Chief Technical Officer |  |

Responsible for building the infrastructure and technical organization to provide software as a service (SAAS) to customers in SEA:

* Recruited and managed the technical team (5 persons)
* Launched an innovative Service Management solution to enable data centers and large organizations to “Run IT as a Business”
* Promoted adoption of IT Best Practices based on ITIL framework.
* Speaker on “On-Demand Computing” at CA Roadshow 2001 (India)

# REFERENCE

PATRICK DONOHOE Microsoft, APAC Delivery Director

# EDUCATION

1991 – 1994 Masters degree in Computer and Electronic  
 Institut National Polytechnique de Grenoble, France

2009 - 2010 Intensive Thai Program at Chulalongkorn University (Thailand)

2012 Gamification - Coursera

**PROFESSIONAL DEVELOPMENT**

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| Challenge of Egypt - Project Management Simulation (2015) |  |
| Green Belt (Six Sigma) - 2012 | Challenging conversations for Manager (2010) |
| ITIL V3 Expert (2009) | Precision Questioning and Answering (2011) |
| ITSM - BMC Airport Simulation (2008) | Situational Leadership (2011) |
| COBIT Train the Trainer Certification (2007) | Difficult Conversations (2012) |
| Apollo 13 – an ITSM experience – (2006) | Giving and Receiving Feedback (2012) |
| ITIL Service Manager Certification (2004) | Smart Interviewing (2011) |
| ITIL Foundation Certification (2002) | Strategic Thinking Essentials (2011) |