Jan Affolter
Senior Product Owner

Profile summary

I am a certified Product Owner with over 30 years of experience in IT, working in the cloud industry since 2011.

I started as an IT client and have been a service provider for over 20 years, including at Hewlett-Packard. I have primarily held leadership positions such as team leader, manager, chief engineer, and currently, Product Owner.

I am recognized for my leadership, open-mindedness, visionary and creative thinking. I continuously optimize and seek effective solutions. I communicate clearly to ensure understanding of decisions and objectives. My door is always open to everyone.

A Swiss citizen, I live in Crissier (Lausanne) with my wife and our two children. My native language is French, and I am fluent in professional English. My German is basic, as it has never been used in my professional career.

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Learn more about me through my LinkedIn profile or my GitHub site, where all documents related to my professional background are available

Availability immediate

General experiences

Digital Solution Designer in AI & Analytics	5+ years
Cloud IT Service Management, Product owner	10+ years
IT Service Management engineering & architecture	15+ years
People & project management	20+ years
IT Service Management operations as technical lead	20+ years

Last position

July 2019 till August 2024
Managed MultiCloud Product Owner, DXC Technology, Geneva/Worldwide

As a Product Owner, I led the development of DXC Technology's premium Infrastructure-as-Code Managed Multicloud solution. This collaborative project involved VMware and public cloud providers (AWS, Azure, Google, etc.).

Main Responsibilities:

- Vision and Strategy: Define the product vision, manage the backlog, and write user stories.
- Communication and Collaboration: Gather stakeholder requirements, maintain clear communication, and ensure user satisfaction.
- Supervision and Continuous Improvement: Oversee development, prioritize tasks, and adopt a continuous improvement approach.

Key Achievements: (detailed at the end of the CV)

MM API Gateway
Development of an API gateway (MMAPIGW) enabling seamless, simple, secure, and cost-effective integration with multiple back-ends.

CB/CI Fully Automated Framework
Accelerating the deployment of new versions of containerized open-source applications (K8S) through a fully automated workflow.

Quality Assurance Automated Tests (QAAT)
Automated testing and certification.

Managed Multicloud CORE Integrations
Integrations with services offered by other DXC Technologies organizations.

Additional achievements are detailed at the end of the CV.

Interpersonal skills

Active listening - Adaptability - Collaboration - Conflict resolution - Creativity -
Critical thinking - Decision-making - Empathy - Ethics - Flexibility - Leadership -
Organization - Problem solving - Teamwork

Agile skills

Goals and priorities setting, Capabilities, features and stories writing - Definition of
product roadmap, design, dependencies and planning - Estimation of effort,
negations and risk management - Communication with, and management of,
Stakeholders and engineers - Follow-up and reporting of products development.

Agile methodologies and tools: Scrum, SAFe 5.0, Kanban, WSJF

Technical skills

Clouds: Virtual Private Cloud (HP proprietary), Managed Multicloud (DXC proprietary
based on VMware cloud, fully Infrastructure as Code (IaC)), Microsoft Azure
Management and collaboration tools: JIRA, Confluence, PowerBI
Operating systems: Linux (Ubuntu, RHEL, Suse, Oracle Linux, …), Windows
DevSecOps: Jenkins, GitHub, JIRA, JFrog, Ansible
Databases and SQL: Oracle, PostgreSQL, MySQL, MS SQL
Programming languages: bash, Python, Perl, VB Script, Powershell
Integrated development environment (IDE): MS Visual Studio Code, Anaconda
Documentation: GitHub, Markdown, MkDocs
Cloud platforms: ServiceNow, Dynatrace
Network: MS AD, DHCP, proxy, load balancer and reverse proxy
Monitoring tools: HP OBM, Dynatrace, Nagios, Elastic stack, CA Unicenter, Zabbix …

Education & certification (short listed)

Certified SAFe 5.1 Agilist, Scaled Agile Inc., 2021
Certified Professional Scrum Product Owner I, Scrum.org, 2019
Certified DXC Digital Solution Designer in AI and analytics, 2019
Preparation course for the federal patent for analyst-programmer (FPAP), Centre
professionnel du Littoral Neuchâtelois, Neuchâtel, 1991
CFC Electronician, microprocessor option, Centre professionnel Tornos, Moutier,
1989

Training & development (short listed)

DevOps Dojo, 2020

DXC Digital Solution Designer in AI and analytics, 2019

Payment Card Industry Data Security Standard (PCIDSS) 3.1 basic, 2016

Introduction to OpenStack for Developers- Liberty, 2016

Information Technology Strategy & Architecture (ITSA), 2011

Certified ITIL foundation v3, 2008

Management Development Program, 2005-2007

Professional experiences (continuation)

December 2011 to June 2019
Virtual Private Cloud Product Owner & Chief Engineer, Hewlett-Packard / DXC Technology, Geneva/Worldwide

Building and developing DXC Technology's Virtual Private Cloud offering (initially Hewlett-Packard Virtual Private Cloud) from scratch, encompassing 28 data centers worldwide, hosting over 100 clients and more than 30,000 virtual machines.

Main Responsibilities:

- Ensure the offering meets business requirements, primarily the Payment Card Industry Data Security Standard (PCIDSS), and provides stability, scalability, performance, simplicity, and cost efficiency.
- Provide support to HP/DXC operational organizations for client accounts.
- Develop customized solutions for our cloud clients.
- In April 2017, Agile Scrum methodology was introduced into development activities, and I began acting as Product Owner in addition to my chief Engineer duties.

Key Achievements:

- Global deployment of the 28 virtual private cloud data centers.
- Collaborating closely with architects, particularly in service management (monitoring, reporting, ticketing, etc.), to develop, design, and deploy solutions meeting ITSM needs.
- Planning and participating in major update deployment activities.
- Training and coaching production and deployment engineers for the 28 data centers. The engineers involved in the VPC are primarily based in China, India, Slovakia, and the United States.

July 2008 to November 2011
Enterprise Service Production Engineer, Hewlett-Packard, Geneva/EMEA

Providing service management capabilities, particularly monitoring, performance, and reporting solutions, to the EMEA outsourcing operations division, which manages over 500,000 servers.

Main Responsibilities:

- Implement monitoring and reporting solutions on client servers in accordance with company standards and integrate them with HP's supervision back-ends.
- Develop customized monitoring solutions based on specific client requirements.

Key Achievement:

Participated in the definition and implementation of the monitoring for Sir Paul McCartney's website, which included numerous servers and applications. It was a very advanced website configuration at the time.

Professional experiences (continuation)

July 2007 to June 2008
IT Service Management Delivery Lead, Electronic Data Systems (EDS), Lausanne

Continuation of Previous Activities

Key Achievement:

- As a Delivery Lead, I outsourced operational monitoring activities to offshore capabilities in Bratislava. Development and customer support remain in Switzerland.

June 2005 to June 2007
OSS IT Team Leader, Orange Communications SA, Lausanne

Continuation of previous activities while also taking on the leadership of the new OSS IT organization dedicated to IT equipment and data flows, some of which originate from Telco.

Key Achievement:

- Development of BAAS (Business Application Availability Status). BAAS is an internally developed solution that provides a near real-time visual dashboard of the status of applications and data flows. It also measures SLAs and integrates with ticket management tools. This dashboard is one of the most used by IT management and is utilized 24/7 by the IT and Telco monitoring center.

October 2002 to May 2005
Senior OSS Engineer, Orange Communications SA, Lausanne

Continuation of Previous Activities

July 2000 to Sept. 2002
Freelance consultant for Hewlett-Packard, Orange Communications SA, Lausanne

Key Achievement:

- I resolved a critical issue at Orange by separating the HP OpenView monitoring tool from the HP OmniBack backup tool, placing them on separate servers within just two weeks, despite initial doubts. This separation reduced alarms from 75,000 to fewer than 2,000 per day.

- The OmniBack activities were transferred to the storage and backup team. I then optimized and stabilized the monitoring tool, extending its coverage to all IT domains and some Telco domains.

Note: Despite several attempts to replace it after the outsourcing of operations to EDS and then HP, the solution I implemented remained in use at Orange, proving its effectiveness and robustness.

Professional experiences (continuation)

May 2000 to August 2000
Freelance consultant for Hewlett-Packard, Société Générale de Surveillance (SGS), Geneva

Key Achievements:

- Took over, documented (where documentation was non-existent or outdated), and transferred UNIX administrator activities following the simultaneous departure of both UNIX administrators at SGS.

- Resolved a persistent billing issue (InSitu/Oracle).

March 1999 to April 2000
Freelance consultant, for various local and international enterprises

As an IT consultant, I have collaborated with various SMEs to optimize their IT systems. My role involves identifying and implementing effective solutions to address a range of issues (telecommunications, networks, storage, security, backup, system migration, etc.). Through a personalized approach, I help my clients improve their technological infrastructure, reduce costs, and increase operational efficiency. My goal is to provide strategic advice and innovative solutions to enable each business to thrive in an ever-evolving digital environment.

Key Achievement:

- Successfully migrated over 500 PCs for an international SME from Windows 95 to Windows NT, with complete transfer of applications and data, using parallel deployment of system images via the network with Norton Ghost.

October 1998 to April 1999
Freelance consultant for Hewlett-Packard, Givaudan-Roure SA, Geneva

Key Achievement:

- Supervised the global deployment of monitoring tools (HP OpenView) and backup tools (HP OmniBack) for SGS, ensuring their scalability, efficiency, and reliability.

1998
Owner, Jan Affolter, ITS (create my own company), Crissier

Established my sole proprietorship, Jan Affolter, ITS, to work as a freelancer for Hewlett-Packard. The company is registered in the Swiss commercial register (CHE-104.801.264) and is subject to VAT.

Professional experiences (continuation)

December 1997 to September 1998
Swiss IT Manager, member of the European IT board, Photronics SA, Neuchâtel

Head of IT Infrastructure and Y2K Certification

Key Achievements:

- Designed the IT infrastructure for the new site, ensuring a solid and high-performing foundation for all future operations.

- Responsible for certifying IT equipment and software for the year 2000, ensuring their compliance and reliability in facing Y2K challenges.

- Managed and maintained the entire IT infrastructure, including security, network, telecommunications, storage, and backup, both in offices and clean rooms, in preparation for our relocation to the new production site.

January 1996 to March 1996
UNIX Teacher (postgraduate course for HES Bachelor in IT), Ecole d'ingénieur de St-Imier, St-Imier

Teaching Experience as a UNIX Lecturer for ETS/EPF Engineers in Post-Graduate Training

I was invited to teach UNIX courses due to my extensive knowledge and reputation in the field. I prepared course materials and exams for a post-graduate engineering program.

Note: Although I was asked to continue, I had to stop due to the time-consuming nature of the role alongside my numerous other activities. Nevertheless, it was a rewarding experience.

April 1994 to March 2007
Associate director and co-owner, AD Networks Sàrl, Delémont

Frequently sought after for professional IT services, we founded AD Networks Sàrl to meet regional demand. We recruited qualified employees to satisfy the growing demand for our services.

The company was sold in March 2007.

September 1991 to November 1997
UNIX Manager, Tornos SA, Moutier

Continuation of Previous Activities but as a Manager.

Professional experiences (continuation)

Main Responsibilities:

- **Network Administration**: Supervision and management of the company's network, including the ATM MAN connection, to ensure optimal and secure connectivity.
- **Server Maintenance**: Management and upkeep of all HP 9000 servers, ensuring their performance and availability.
- **Workstation Support**: Administration of 2D/3D CAD workstations, providing a stable and high-performing environment for users.
- **Backup and Recovery**: Implementation and management of comprehensive backup and recovery procedures for HP 9000 systems, ensuring the protection and restoration of critical data.

Details of Key Achievements

Managed Multicloud CORE

Objective:

Development of a managed multicloud multi-tenant cloud offering in collaboration with VMware and their IaC solution, VMware Cloud Foundation.

Automation of Control Plane Deployment

Automation is at the heart of this cloud offering. To reduce deployment costs and time to market, the deployment of the control plane has been automated as much as possible. However, certain configuration parameters, such as network and delivery model, must still be entered manually, as they are defined by the architecture to be implemented at the client site to meet specific needs and are part of the onboarding activities preceding physical deployment.

Automation of Managed Services Deployment on Client Servers and Their Integration via API with Various Possible Back-Ends

The deployment of IaaS, PaaS, XaaS, and managed services is fully automated. Our clients order through a ServiceNow catalog that is part of the DXC back-end, and APIs interact with the VMware Area Automation engine to deploy these services in the selected clouds.

Definition of a New Multi-Tenant Delivery Model for the ServiceNow CMDB Used by DXC Platform X

Our multi-tenant offering required a complete overhaul of the ServiceNow CMDB model for DXC Platform X (a back-end serving approximately 1 million servers). To define this new model, our ServiceNow experts collaborated with us in developing this model, which will be applied across the company and to new offerings requiring ServiceNow.

MM API Gateway

Objective:

Development of an API gateway (MMAPIGW) enabling seamless and cost-effective integration with multiple back-ends, while enhancing security by concentrating network communications on a single secure component. This gateway is currently used by several organizations and accounts within DXC Technology.

Details of Key Achievements (continuation)

CB/CI fully automated framework

Objective:

Accelerate the delivery of new versions of open-source applications.

The components of our offering, running in Kubernetes containers, have an automated container build and integration framework (CB/CI). This fully automated framework detects new updates of open-source software from vendors, downloads these new versions, rebuilds the containers, sequentially deploys and tests the containers across development, pre-release, and release environments. Once all tests are successful, the containers are made available to clients via JFrog Artifactory.

Quality Assurance Automated Tests

Objective:

Automated Testing and Certification

QAAT stands for Quality Assurance Automated Tests. These tests are executed daily to validate our new code and certify new components (base OS images, backup agents, monitoring agents, back-end flows such as ticketing, monitoring, system creation in CMDBs, etc.), which may have been updated and delivered by other organizations, all in an automated manner. Everything is logged in VMware Aria Operations for Logs, an analytical tool that helps identify the sources, causes, and impacts of all components consumed by our cloud solution.

Managed Multicloud CORE integrations

Objective:

Integrations with Services Offered by Other DXC Technologies Organizations

Our offering does not develop everything in-house; we also consume services developed within the company. To consume these services, we develop automation workflows and secure integration APIs, with all parameters stored in our CMDB and retrieved "on the fly" by the automation workflows during execution. The integrations developed include ServiceNow (CMDB, ticketing, catalog), Micro Focus and Dynatrace for CI discovery and monitoring in the CMDB, the company's own CMDB (approximately 1 million active CIs), backup, and patching.