Jan Affolter
Senior Product Owner

Profile summary

I am a **certified Product Owner** working in cloud industry since 2011 with 30+ years in IT.

I started in IT as an IT customer and these last 20+ years as service provider.

Throughout my career, **I've mostly held leadership positions**, including team lead, team manager, lead engineer, chief engineer, and currently as a product owner.

I'm considered as an open-minded, visionary, creative product owner who **relentlessly optimizes** while seeking efficient solutions**. I communicate clearly and widely** to ensure everyone understand decisions and objectives. My door is always open and I welcome everyone.

I am a **Swiss citizen living in Crissier (Lausanne)** with my wife and our two children's.

I am reachable by:

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You can also reach me via my LinkedIn profile.

My **mother tongue is French**. I speak a **professional English** as I used it every day for 25+ years. I never used German in my professional career so my **German** is quite **basic**.

Availability immediate

General experiences

Digital Solution Designer, 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

Goal: As a product owner, I spearheaded the development of DXC Technology's premium Infrastructure-as-Code Managed Multicloud solution. This collaborative effort involved VMware and public cloud providers (AWS, Azure, Google, etc.).

Tasks:
- Lead and manage engineering teams through the whole software development life cycle (DevOps/DevSecOps) and necessary IT transformation using Agile/SAFe Agile.
- Assure that developed solutions meets business requirements and provide stability, scalability, performance, simplicity, and costs efficiency.
- Ensure consistency in development through architecture, design recommendation, and review.

Main achievements: (fully detailed at CV's end)

MM API Gateway
- A secure integration API connecting multiple IT Service Management back-ends and monitoring tools.

CB/CI Fully Automated Framework
- a CD/CI pipeline designed for automated build of our applications containers using the latest open-source software, certifying them, and making them available to customers.

Quality Assurance Automated Tests (QAAT)
- An automated testing and certification framework using Jenkins and other automation engines to validate new development and components daily.

Managed Multicloud CORE Integrations
- Complex and fully customizable automation framework for consuming different set of external tools and back-ends (e.g., backup, patching, ServiceNow back-end, Enterprise CMDB) using API, Ansible and VMware automation engine.

The two first pages of my CV concentrate as much as possible about me; it contains main tasks and achievements of my last position.

To know more about me, you can reach [my GitHub web site](#) where you will be able to download my complete CV and many documents such as work certificates, certifications, awards, achieved courses and more.

Soft 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