



Jan Affolter

Senior Product Owner

Professional Summary

I am a [PSPO certified Product Owner](#) with nearly 35 years of experience in IT.

I have acquired a comprehensive 360° view of the sector through various roles: client, freelance, IT service provider at major tech companies including Hewlett-Packard, and owner of an IT services company. These diverse backgrounds allow me to understand and address the needs and challenges of every stakeholder.

I am known for my leadership, visionary creativity, and open-mindedness. I excel in optimizing processes and finding effective solutions. I communicate with clarity to ensure alignment with objectives and maintain an open-door policy for all.

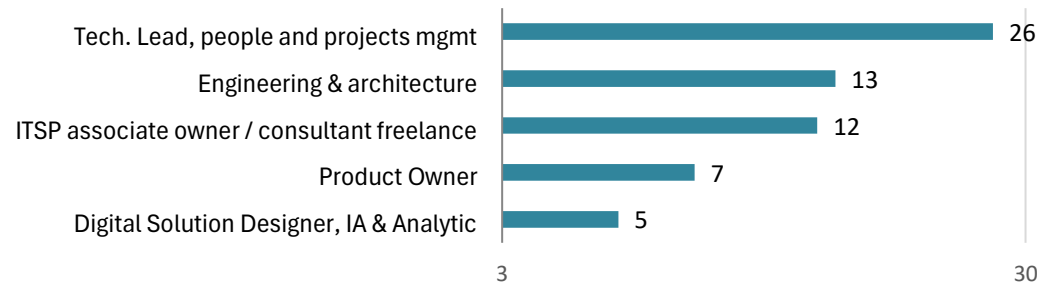
[DXC Technology is a global IT services company](#), formed in 2017 from the merger of CSC and HPE's Enterprise Services. They focus on digital transformation, with over 125,000 employees serving various industries worldwide.

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Availability immediate

General experiences



Last position

2019 – 2024, Senior Product Owner Cloud, DXC Technology

Achievements:

- Led the development of DXC Technology's premium Infrastructure-as-Code Managed Multicloud solution, collaborating with VMware and major public cloud providers.
- Managed a global Agile team of 9 engineers, and up to 30 for specific projects.
- Successfully optimized and implemented effective solutions for various clients and companies over a 35-year career.

Skills:

- Product Ownership
- Agile and DevOps Practices
- Leadership and Team Management
- Strategic Planning and Vision
- Technical Proficiency in IT and Cloud Solutions

Projects achievements:

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.

The detailed achievements, spanning 2 pages, are available from [page 9](#) onward.

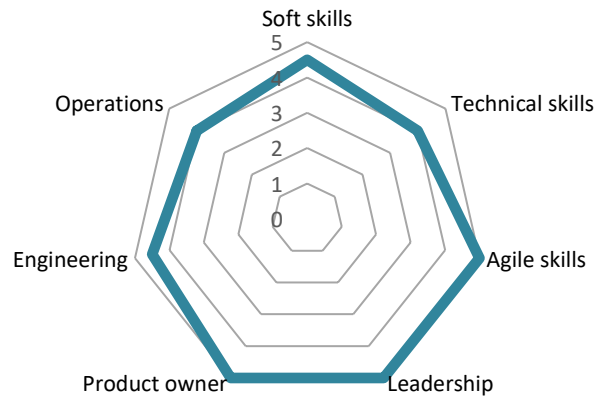
AWARD & HONORS

I received multiple recognitions and awards throughout my career, with a focus on the following two:

DXC Technology **Rock Star award in category leadership**, Dec. 2019, Geneva, CH

Platform DXC **Rock Star award in category engineering**, Buildathon 8, Mar. 2019, Plano, USA

General Skills



Interpersonal skills

Decision Making Organization
Conflict Resolution
Ethics Collaboration
Creativity Active Listening
Adaptability Empathy
Critical Thinking
Teamwork Flexibility
Leadership
Problem Solving

Agile skills

Goals and priorities setting, Capabilities, features and stories writing - Definition of product roadmap, design, dependencies and planning - Estimation of effort, negotiations 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, WSJF, JIRA, Confluence

Technical skills

DevSecOps & Agile: Jenkins, GitHub, JFrog, Ansible, JIRA, Confluence

IaC Clouds & Platforms: DXC Managed Multicloud (VMware based), Microsoft Azure, ServiceNow, Dynatrace

Cloud Services: IaaS, PaaS, SaaS, BaaS, CaaS

Data Science & AI: Python, PowerBI, SQL, ChatGPT, Copilot

Programming Languages & IDEs: Bash, Python, Powershell, MS Visual Studio Code

Documentation: GitHub, Markdown, MkDocs, Confluence

Databases: Oracle, PostgreSQL, MySQL, MS SQL

Operating Systems: Linux (Ubuntu, RHEL, Suse, Oracle Linux), Windows

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

Certified ITIL foundation v3, 2008

Preparation course for the federal patent for analyst-programmer (FPAP), Centre professionnel du Littoral Neuchâtelois, Neuchâtel, 1991

CFC Electrician, 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

Management Development Program, 2005-2007

To learn more about me, I invite you to go through my [LinkedIn](#) profile or [my GitHub Pages site](#), where all documents related to my professional background are available as well as my full CV with complete details of my main achievements.

Professional experiences (continuation)

2017 – 2019, Product Owner Cloud, DXC Technology

2015 – 2017, ITSM Chief Engineer Cloud, Hewlett-Packard Enterprise

2011 – 2015, ITSM Chief Engineer Cloud, Hewlett-Packard

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.

Achievements:

- 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.

Projects 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.

2008 – 2011, Production Engineer, IT Outsourcing, Hewlett-Packard

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

Achievements:

- 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.

Project 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)

2007 – 2008, ITSM delivery Lead, Electronic Data Systems

Continuation of Previous Activities

Project achievement:

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

2005 – 2007, OSS IT Team Leader, Orange Communications

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.

Project 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.

2002 – 2005, Senior OSS Engineer, Orange Communications

Continuation of Previous Activities

2000 – 2002, Freelance for Hewlett-Packard at Orange Communications

Projects achievements:

- 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)

2000 – 2000, Freelance for Hewlett-Packard at Société Générale de Surveillance

Projects 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).

1999 – 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.

Project 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.

1998 – 1999, Freelance for Hewlett-Packard at Givaudan-Roure

Project achievement:

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

1998 – 20..., Create Jan Affolter, ITS (CHE-104.801.264)

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)

1997 – 1998, Swiss IT Manager, Photronics SA

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.

1996 – 1996, UNIX lecturer, Ecole d'ingénieur de 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.

1994 – 2007, Create AD Networks Sàrl, Associate director and co-owner

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.

1991 – 1997, UNIX Manager, Tornos

Continuation of Previous Activities but as a Manager.

Professional experiences (continuation)

1989 – 1991, UNIX Administrator, Tornos

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:

- DXC Platform X ServiceNow (CMDB, ticketing, catalog),
- DXC Platform X Micro Focus (uCMDB + CI discovery and monitoring),
- DXC Platform X Dynatrace (CMDB + CI discovery and monitoring),
- DXC Platform X ESL, DXC proprietary CMDB, (> 10 millions of CIs),
- DXC backup,
- DXC patching,
- ...