



# 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.). Deals may be huge; our cloud solution is capable of hosting over 15,000 VMs and, at this size the offerings worth millions of US dollars.

#### Tasks:

- Assure that our cloud solution meets business requirements and provide stability, scalability, performance, simplicity, and costs efficiency.
- Assist solution architects, developers, and sales peoples.
- Ensure consistency in development through architecture, design recommendation, and review.

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

#### Managed Multicloud CORE

- Developed a customizable cloud core solution to meet customer needs.

#### MM API Gateway

- Created a secure integration API connecting multiple back-ends and tools.

#### CB/CI Fully Automated Framework

- Designed an automated solution for building containers using the latest open-source software, certifying them, and making them available to customers.

#### Quality Assurance Automated Tests (QAAT)

- Implemented an automated testing and certification framework using Jenkins to validate new development and components daily.

#### Managed Multicloud CORE Integrations

- Developed automation for consuming external tools (e.g., backup, patching, ServiceNow back-end, Enterprise CMDB) using API, Ansible and VMware automation engine.

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, Buildathon 8, Mar. 2019, Plano, USA

**The two first pages of my CV concentrate as much as possible about me.**

Next pages are about my whole professional experiences and achievements and in-depth details of main achievements during my last position.

**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, 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, 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

## 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 (remaining)

December 2011 to June 2019

**Virtual Private Cloud Product Owner & Chief Engineer**, Hewlett-Packard / DXC Technology, Geneva/Worldwide

**Goal:** Build and develop from scratch DXC Technology [Virtual Private Cloud](#) offering (initially Hewlett-Packard Virtual Private Cloud) that consist of 28 datacenters spread worldwide, hosting 100+ customer and 30k+ VMs.

### Tasks:

- Ensure offering answer business requirements, mainly **Payment Card Industry Data Security Standard** and provide stability, scalability, performance, simplicity and costs.
- Provide support to customer's accounts delivery organizations.
- Develop customized solutions for our cloud customer.
- **In April 2017** Scrum Agile has been introduced in development activities and **I started to act as Product Owner** in addition to Chief Engineer activities.

### Main achievements:

#### Worldwide deployment of virtual private cloud datacenters

Work closely with architects especially in the service management area (monitoring, reporting, ticketing, ...) to develop, engineer and deploy solutions for ITSM needs. Participate to deployment and major upgrades activities. Train and coach engineers of productions engineering and deployment engineering organizations for all 28 datacenters. Engineers involved in VPC are mainly from China, India, Slovakia and USA.

July 2008 to November 2011

**Enterprise Service Production Engineer**, Hewlett-Packard, Geneva/EMEA

**Goal:** Provide service management, especially monitoring, performance and reporting solutions to EMEA outsourcing operations division that operate +500'000 servers in EMEA.

### Tasks:

- Setup monitoring and reporting solutions on customer's servers following company standards and integrate them to HP supervision back-ends.
- Develop our customize monitoring solutions following customer's specific requirements.

### Main achievements:

#### Sir Paul McCartney web site

Participate in monitoring of [Sir Paul McCartney web site](#) that consist of many servers and applications. This was a quite advanced web site setup at this time.

## Professional experiences (remaining)

July 2007 to June 2008

**IT Service Management Delivery Lead**, Electronic Data Systems (EDS), Lausanne

### Job, tasks and achievements:

- Continuity of previous activities but in addition had to outsource day to day monitoring activity to offshore capabilities. Development and customer support stayed in CH.

June 2005 to June 2007

**OSS IT Team Leader**, Orange Communications SA, Lausanne

### Job, tasks and achievements:

- Continuity of previous activities but in addition took lead of the newly created OSS IT organization that is dedicated to all IT equipment while OSS organization is focused on telecommunications equipment.
- Development of Business Application Availability Status (BAAS). This is a homemade development providing in near real time a visual dashboard of application status. It also measures SLA and open ticket to ticketing tools. This dashboard is one of the most used tools within the management and is used 24/7 by network operation center.

October 2002 to May 2005

**Senior OSS Engineer**, Orange Communications SA, Lausanne

### Job, tasks and achievements:

- Continuity of previous activities

July 2000 to Sept. 2002

**Freelance consultant for Hewlett-Packard**, Orange Communications SA, Lausanne

### Job, tasks and achievements:

- Step-in to solve Orange issue with monitoring tool being too chatty and simply useless and segregate it from the backup tool OmniBack to have these tools on distinct servers. In 2 weeks tools were split (what I heard later being impossible!) and monitoring tools decrease its alarming from 75k events / day to less than 2k. Handover OmniBack activities to storage and backup team and kept the monitoring. Enhance monitoring reliability and scope to arrive to a final solution that nobody found solution to be as efficient as what was developed till end of 2007 even experts from EDS with latest CA Unicenter solution. Monitoring solution in place was finally kept by HP when they bought EDS for the greatest pleasure of Orange IT management.

May 2000 to August 2000

**Freelance consultant for Hewlett-Packard**, Société Générale de Surveillance (SGS), Geneva

### Job, tasks and achievements:

- Take over and hand-over UNIX administrator's activities as both UNIX administrators left at the same time SGS. Fixed a long-lasting billing problem (InSitu/Oracle). Rework documentation and kept it up to date.

## Professional experiences (remaining)

March 1999 to April 2000

**Freelance consultant**, for various local and international enterprises

### Job, tasks and achievements:

- Help multiple companies in improving their IT by finding efficient solutions to their various problems (telco, network, storage, security, backup, ...)

October 1998 to April 1999

**Freelance consultant for Hewlett-Packard**, Givaudan-Roure SA, Geneva

### Job, tasks and achievements:

- Lead the headquartered monitoring and backup platforms that covers customers datacenters all around the globe.

1998

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

### Job, tasks and achievements:

- Company is created to work as freelance for Hewlett-Packard. Company is registered in Swiss commercial register (CHE-104.801.264) and is subject to VAT.

December 1997 to September 1998

**Swiss IT Manager**, member of the European IT board, Photronics SA, Neuchâtel

### Job, tasks and achievements:

- Develop new location IT infrastructure. Support users and tools (IT, network, telecommunication and cleanroom specific).
- Responsible for Y2K IT equipment and software certification.

January 1996 to March 1996

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

### Job, tasks and achievements:

- I was asked to provide UNIX courses because of my knowledge and reputation. I had to prepare course supports as well as examination. I was asked to continue but decided to stop after the first session of this postgraduate course as this activity was too far from home and too much time consuming. It was anyway a very rewarding experience.

April 1994 to March 2007

**Associate director and co-owner**, AD Networks Sàrl, Delémont

### Job, tasks and achievements:

- Develop IT services activities for small, medium and large companies. Hire and manage employees to fulfill the demand for IT services.

**Professional experiences** (remaining)

September 1991 to November 1997

**UNIX Manager**, Tornos SA, Moutier

**Job, tasks and achievements:**

- Continuity of previous activities but as manager.

July 1989 to August 1991

**UNIX Administrator**, Tornos SA, Moutier

**Job, tasks and achievements:**

- Manage company network and ATM MAN connection as well as all HP 9000 servers and 2D/3D CAD workstations. Ensure proper backup and recovery of the complete HP 9000 systems.

## Main achievements details

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### Managed Multicloud CORE

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**Goals:** customer IaC cloud platform to deploy everything as a service (XaaS) in secure or open environments. Scalability, redundancy, efficiency, security, ease of customizability, ease of supportability and cost efficiency are keys goals factors.

Product owner for DXC Managed Multicloud offering. Managed Multicloud is a hybrid cloud offering based on VMWare that can be built “on premise”, on AWS and on VMWare clouds. It comprises at least two planes, one management control plane and at least one customer workload as it is multi-tenant. Control plane deployment is under way of being fully automated using Jenkins & Ansible. it can be deployed in secure (no internet connectivity) and open environments.

Deployment of IaaS, PaaS, XaaS are fully automated; our customers order through a ServiceNow catalogue and our Managed Multicloud infrastructure as code automation build around VMWare Cloud Foundation Suite & Ansible deploy ordered items in defined cloud target, deploy and configure selected mgmt. options and register the items in the selected back end. All settings and configurations are stored within a central CMDB and everything subscribed by the customer is logged into a subscription database for billing purpose.

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### MM API Gateway

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**Goals:** smooth integration API gateway, security and cost-efficiency.

Development of an API gateway (MMAPIGW) allowing smooth and cost-efficient integration with multiple back-ends and the same time as enhancing security by concentrating network communications to a single secure component. This gateway is used now within several organizations and accounts within DXC Technology.

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### CB/CI fully automated framework

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**Goals:** security, cost-efficiency, deliver open-source software updates to customers as fast as possible (contractual obligation).

Managed Multicloud K8S components running in containers do have an automated CB/CI (container build/container integration) framework fully automated that discover if their open-source software do have new update, rebuild the containers with the new software, deploy and sequentially test the container through dev, pre-release and release environments and put container at disposal of customers (in JFRog) once all tests have successfully passed.

## Main achievements details

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### Quality Assurance Automated Tests

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**Goals:** automated tests and certifications, detection of issues and analytics.

QAAT stand for Quality Assurance Automated Tests. These tests are run everyday day to validate our new code, to certify new components that can have been delivered by other organizations (i.e. OS core image team, Backup and Recovery team or Server Automation team) all this automated. Everything is logged into vRLI an analytic tool that allow identifying sources, causes and impacts of all components consumed by the offering in addition to our own code.

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### Managed Multicloud CORE integrations

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**Goals:** efficient and secure integrations with multiple services offered by others DXC Technologies organizations.

Our offering does not develop everything, we consume other services developed with the company. To consume them we develop automation workflows and secure integration APIs, all settings being stored in our CMDB and retrieved “on-the-fly” by automation workflows when executed. Integrations developed were for ServiceNow (CMDB, ticketing, catalogue), Micro Focus and Dynatrace for CMDB CI discovery and CI monitoring, company own CMDB (~ 1 million active CIs), backup and patching.