Jean-Denis Coffre

CTO

38 years old
French & Swiss
English, French

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As a passionate tech professional, I have developed a robust technical background, strong management skills, and a good business vision. I have had the opportunity to work in various types of organizations. I thrive in team settings, finding my balance between hard work, continuous learning of new technologies, and creativity. I always seek environments that foster innovation and teamwork.

I am dedicated to bridging the gap between tech teams and users. I firmly believe that the magic of software lies in the perfect blend of skilled engineering and customer feedback. With my experience in fast-growing organizations, I strive to understand the frictions and bottlenecks within the organization and find the best ways to resolve them.

Skills

- Basics of many programming languages, main DevOps tools, issue investigation, root cause analysis, and collaboration with engineering teams
- Staffing, defining objectives, creating a team dynamic based on collective intelligence, and delivery
- Customer relationship management, technical support, incident management
- Collaboration with business teams and the board, identifying and addressing business frictions

Work Experience

Chief of technology officer
KPITΔINE

Kpitaine offers a SaaS platform designed for the industry sector, aimed at enhancing internal communication and team management.

When I met the Kpitaine team, they were facing significant organizational and technical challenges. The prospect of assisting a small startup in tackling such issues presented a fascinating and intriguing challenge to me.

Responsibilities

- Handle product roadmap
- Technical team management
- Improving processes to help the company scaling the activity growth
- Full stack development (Spring / Angular)

Main achievements

- Improving the overall infrastructure and monitoring of the platform
- Designed an implement a blue/green architecture
- In collaboration with the development team, definition of an overall clean code policy
- Change of the pricing model
- Implementation of a ticketing system for customer support
- Connection of a knowledge base to the ticketing system to reduce recurring support tickets
- Implementation of new features in collaboration with customers
- Outsourcing part of team activity

Impact

- ➜ Significant reduction of support incident life-time
- ➜ Reduction of the downtime of the solution
- ➜ 80% of test coverage on the new code
- ➜ Reduction of open CVEs on the product
- ➜ Better income valuation of technical team time's
- ➜ Reduction of the time it takes to our customers to implement our solution in production

Head of Services

sonar

Sonar needs to accelerate its growth. The customer service is managed by various teams, whose main challenges include scaling with increasing demand and covering the entire customer journey.

Leveraging my experience in leading the support team, I have taken on the role of Sonar Head of Services.

Responsibilities

- Define a consistent customer service strategy that contributes to company's vision
- Team recruitment and people care
- Scale team processes and improve cross-team collaboration
- Report to the CEO and company's board

Main achievements

- Rework hiring and new joiners onboarding processes
- Define SLAs and implement scalable processes
- Improvement of services timezone coverage
- Define complementary customer services between pre-sales, support, and consulting
- Coordinate activities with the Marketing, Sales, and the Engineering teams

Impact

- → The Services team has been multiplied by 3 over the past 2 years
- → We have reduced the time to hire from many months to a few weeks
- → New joiners' onboarding duration shrank from 36 to 12 weeks
- → Coverage of the European and the US timezone
- → Reduce team time to answer and the time to close customer cases
- → 93% customer retention year over year

Support Engineer

sonar (2014 - 2019)

The development team and the CEO are currently handling most of Sonar's customer support. As a dedicated user, I am a strong advocate for Sonar's products and have been actively training development teams to use them.
I have since become the company's sole support engineer.

Responsibilities

- Support the deployment and the use of Sonar's products
- Limit the exposure of development teams and the CEO to customers
- Collaboration with development teams on product fixes and features roadmap

Main achievements

- I turned email communication into a ticketing system to improve efficiency and collaboration
- I played an active role in team recruitment as an interviewer and then as a hiring manager
- I created a knowledge-sharing and onboarding program to bring new teammates up to speed
- I created customer issues workflows, issues prioritization, and defined team SLAs
- I contributed to major product features that improved our product

Impact

→ Customers support with 27 different programming languages and most mainstream DevOps platforms

→ Growing the team from 1 to 7 people

→ Move from a process of a few hundred email threads per year to about 4600 cases in 2019

→ Creation of an onboarding process that inspired other teams in the company

DevOps Engineer   axway   (2012 - 2014)

- Training development teams on DevOps best practices
- Creation and management of the company's DevOps pipeline
- Tooling development

Main achievements

- Contributed to the first standardized CI pipeline of the company
- Onboarding of several teams in Europe and the USA
- Creation of the first OpenSource project in the company

Java Developer   axway   (2009 - 2012)

- Development following an Agile methodology
- Collaboration within an international team
- Modular and Bus architecture

Education

- Master's Degree in Engineering: software engineering and systems and organizations theory   2006 - 2009
- Preparatory classes in Physics & Mathematics   2004 - 2006
- High school diploma in Sciences   2004

Personal interests and activities

- I am the happy secretary of my village's association
- I like food, wine, and beer; I love cooking for my friends and my family
- I love being connected to nature by doing long walks with my dog and gardening
- I like doing sports in general; I used to play handball; I run, swim, and bike regularly
- I ride a motorcycle and play the guitar from time to time