

# Technical and Functional Project Manager, Change Manager

## Education/Trainings

- **1986** : Engineer graduated from E.S.I.E.A (Ecole Supérieure d'Informatique, Electronique, Automatique).
- **1981** : DUT in Electrical Engineering (domains : Electrical Engineering, Electronics and Automation), IUT of Cachan (94).
- **1979** : Baccalauréat C.
- **2004** : Certification ITIL Foundation in Service Management.
- **2017** : Certification Prince-2 Foundation in Project Management.

## References

- **La Banque Postale : Infrastructure Project Manager** for the evolution of the fleet of IBM Power-Series servers-chassis, **Project Management**.  
→ [Technical Project Manager](#).
- **ATOS (ATOS-ABC outsourcing of AIRBUS Information System [IS])** : Project Manager for the obsolescence of the storage's arrays infrastructure and SAN migration to newer technology, **Project Management/Steering**.  
→ [Project Manager](#).
- **TAORES (EIG for La Mutuelle Générale)** Change Manager, responsible for the validation and acceptance of the changes made to the LMG IS, **Change Management as per ITIL spirit**.  
→ [Change Manager](#).
- **CUNNINGHAM LINDSEY** : IT Manager of France South-West Region for the support of Windows servers and desktops PC/workstations, participating in IT support all over France, **operational conditions maintenance**. Launch and management of a project of IT Continuity Plan and Business Continuity Plan, followed by the deployment of the solution, budget of 1 million Euros, duration 2 years.  
→ [IT Responsible and Project Manager](#).
- **NEW'ARCH** : Audits and Consulting on Architectures of IS, migrations steering.  
→ [IT Consultant](#).
- **NEW'ARCH: for HP-SAD (Airbus outsourcing contract)**. Changes supervision & coordination and Functional Manager of technical team.  
Close collaboration with the Change Manager for the supervision and implementation of changes on Windows servers ("Tower NT" team).  
→ [Change Supervisor, Change Coordinator, Tower-NT Manager](#).
- **ATRIIX**: Creation of a company (type SARL) with a partner. It's a micro ESN whose core business is consulting and support for the deployment of SBC Server Based Computing) type services, ie the redefinition of the Client Workstation around Thin Client technologies, with minimal client-side administration.  
Sales prospection, response to tenders, budget management.  
→ [Manager, Sales representative and Consultant](#).
- **HP** : Level 3 Support Engineer (Business Critical) on UNIX.  
International project manager (pilot on the workstation's transformation, Y2K compliance).  
Manager of 8 people team: 5 working on e-Services and 3 working on products for Call Centers with CISCO technologies and IP Telephony.  
→ [Project Manager and Team Manager](#).

## Functional and Interpersonal Skills

### ■ Communication

- ✓ Good communication and writing skills in French and English.
- ✓ Listening to others and negotiation orientation to find the best win-win compromise for all stakeholders.
- ✓ NLP graduated « Technician Level ».

### ■ ITIL Methodology

- ✓ Certified ITIL V3 "Foundation in Services Management".
- ✓ Change Management: CAB animation (ITIL Change Management), Reporting and dashboard. Experience of Change Manager, Change Supervisor and Change Coordinator.
- ✓ Incident and problem management: crisis and escalation meetings, analytical research of causes, post-mortem analysis, capitalization of experience.

### ■ Project Management

- ✓ KickOff, follow-up meetings and achievement of milestones check, closure and end-of-project acceptance.
- ✓ Management of complex and transnational projects.
- ✓ Breaking Techniques and cutting into modular tasks, cost analysis techniques. OBS, WBS, PBS and CBS (Organization / Work / Product / Cost Breakdown Structure).
- ✓ Impact analysis and Risk management by the Due Diligence approach.
- ✓ Prince-2 Certification "Foundation in Project Management".
- ✓ Decision on the implementation of changes after impact analysis (technical and financial risks, due diligence), management of implementation teams.

### ■ Management

Manager of technical teams I.T. up to twenty people. Technical coaching and basic activities of human resources. Be a team player to better manage people is my motto.

### ■ Know-be

Customer and Service Orientation forged mainly by my activities at HP and Airbus.  
Strong adaptability, autonomous, flexible and innovative.

### ■ Office

Microsoft Office 97/2000 to 2016: PowerPoint, Word, Excel (advanced: pivot tables, functions, ...).  
Open Office (versions 3 and 4).

## Technical Skills

### ■ Systems

Unix (AIX, SOLARIS, HP-UX), Linux (RedHat, Ubuntu), Windows (W2K à W2K12), VMware, Storage SAN HP (XP, EVA, P9.5K, 3PAR), SBC Technologies (Server Based Computing) as : Citrix, Terminal Servers, Thin Clients and SBC Linux with Tarantella and LTSP (Linux Terminal Server Project). Shell Scripting (ksh, awk, python, perl, powershell, c#).

### ■ Networks and Softwares

Network Security and Platforms, Databases SQL and Oracle, Application Servers WebSphere, J2EE, Apache/TomCat.

### ■ Languages

C, C++, Fortran, Pascal, Basic, Ada, Java.

## Language Skills

- **English** : quasi fluent
- **German** : read, written, talked
- **French** : mother tongue

## Professional Experiences

### La Banque Postale

*from 01/2018 to 03/2018*

Function: **Project Manager.**

Technical Environment : **IBM Power-Series and AIX, SAN Storage.**

Achievements:

- Project completed in 6 weeks: firmware update of 57 HMC (Hardware Management Console) that manage about 60 Power-Series chassis and about 4000 LPARs (AIX virtual machines).
- Ongoing project to drive the update the software version of 50 Power-HA clusters, which involves updating the AIX version of the 100 LPARs that make up these clusters..

### ATOS (ABC outsourcing contract for AIRBUS IS)

*from 02/2017 to 11/2017*

Function : **Project Manager.**

Technical Environment : **Windows, UNIX, Linux, WMware, Storage SAN et NAS.**

Achievements :

- STORM Project (STorage Obsolescence and ReMoval). Project to manage the obsolescence of 70 HP SAN EVA and XP arrays with 700 connected servers. Migration of data to HP 3PAR SAN arrays.
- BC-Removal Project: tied to STORM to replace a proprietary backup system that is linked to HP XP array technology, which does not work on HP 3PAR arrays, so we have to migrate before STORM migrations. BC (Business Copy) mainly backups ORACLE DataBases, whose backups are migrated to the Oracle backups standard: RMAN..
- Qualification, Risk Assessment and Schedule for migrating production servers while Maintenance Weekends (WEM) and OOH operations (Out of Open Hours). The validation/integration/test servers are processed during working hours (OH: Open Hours).
- Steering of technical teams during operations in Europe (France, Germany, Spain) and India, teams are performing remote migrations in week or while WEM / OOH.
- Documentation production and writing «Project Deliverables» for Airbus as: KickOff, TRD (Technical Requirement Document), Project Charter, Migration's Procedures, etc.

### TAORES (EIG for **La Mutuelle Générale [LMG]**)

*from 11/2016 to 01/2017*

Function : **Change Manager for LMG IS (as per ITIL spirit).**

Technical Environment : **Windows, UNIX, Linux, Storage SAN and NAS, IaaS hosting.**

Achievements :

- Validation and acceptance of all changes made on TAORES-LMG IS.
- Weekly CABs leading (Change Advisory Board), 2 CABs for normal changes at beginning and end of week, one CAB dedicated to « significatives » changes, majors and high risks change (ITIL).
- Validation of Emergency changes out of CAB in case of production incident or problem.

## RESEAU 5'A

*from 11/2014 until now*

Function : **Active member of bureau, deputy of association's President.**

Association Réseau 5'A : The "5'A Network" assists people over 50 in their career or job searching, by sharing experiences and creating synergy between members, to boost their activities or help in starting new one's.

Achievements :

- Conception and graphic design of both a flyer and a business card to present the association.
- Seeking of presenters to animate monthly presentations on socio-professional topics, to the association members as well external guests.
- Participating to weekly meetings of the bureau to setup: the objectives of the association, the agenda of presentations, the prospecting strategies to find new topics and speakers for our presentations.
- Welcoming of new members.
- Coaching and advices to members in their job search for: resumes, cover letters, strategies and organization of their researchs, networking, etc.

## CUNNINGHAM LINDSEY

*from 09/2009 to 11/2014*

Function : **IT Manager / IT Project Manager.**

Technical Environment : **Windows. And NetApp storage.**

Achievements :

- Management of Maintenance in Operational Conditions of servers in South-West offices.
- Management of support in priority to South-West employees and next to France wide on workstations.
- Management of support of applications and services delivered by the Information System.
- Design of installation masters and deployment on the workstations.
- Interface with company direction: reporting, committees leading.
- Leading and management of IT teams: planification, coordination.
- Definition of infrastructures architectures.
- Structuring's Projects Management.

**More particularly over the period 2012 to 2014**

- Obsolescence Management : Migration of IS for Windows 2003 servers toward Windows 2008.

**Period 2010 to 2012**

- **Project of design of DRP (Disaster Recovery Plan) and ICP (IT Continuity Plan) with deployment of a backup IS.** The backup SI was implemented in a datacenter at Labège and was able to take over the main IS of the head quarter at Paris in less of 3 hours of downtime. Test of switching IS from Paris to Labège done with success during a weekend of September 2012, return to nominal situation done without issue. Budget of the standby IS was about 1 million of €.

**Period 09/2009 à 2011**

- Management of Merger & Acquisition for the Information System of two companies: Cunningham Lindsey and GabRobins FrancExpert.

## **NEW'ARCH**

*from 01/2004 to 05/2009*

Function : **IT Consultant.**

Technical Environment : **Windows, Unix, EMC, NetApp, SAP.**

Achievements :

### **From 12/2008 to 05/2009**

- Audits and Consulting on IT Architectures, Advice to Clients on the migration, streamlining, IS consolidation.
- Delivery of documents as: Architecture Definition document, Summaries of the Existing and Requirements, Technical & Financial Analysis, Business Cases.
- Compliance of IS services with real needs and alignment of budgets.

### **From 09/2008 to 12/2008**

- Project Manager SAP, subcontracting for HP at Airbus Toulouse.
- Requirements Definition.
- Leading of cross-functional teams.
- Planning management (creation, monitoring, compliance with deadlines).

### **From 2006 to 09/2008**

- Technical Manager of a team of 25 people and Exchange Coordinator according to the ITIL model. This team was operating Changes on the IS, which I was coordinating for Airbus Toulouse, who subcontracted to HP, which itself subcontracted to KPF, the parent company of New'Arch.
- The coordination of changes was managed with a workflow tool (Remedy) and office tools (eg: pivot tables in Excel).

### **From 2004 to 2006**

- Technical Manager of a team which has grown from 3 to 25 people.
- **Change Supervisor (Changes Management)** as per ITIL model. The same subcontracting chain as mentioned above, working on changes delivery for Information System of Airbus Toulouse premise, made of 1300 Windows servers and 1200 Unix servers, with SAN (EMC & HP) storage and NetApp NAS.
- Obsolescence management, servers' migrations support from Windows NT4 and 2000 to 2003.

## **ATRIIX**

*from 03/2003 to 12/2003*

Function : **Manager of the company and consultant on Thin Client technologies and Terminal Servers.**

Achievements :

### **From 12/2003**

- Transfer of the management of the company to my partner, I was the manager after the creation of the company.

### **From 04/2003 to 11/2003**

- Prospecting and Commercial activities to build a portfolio of Clients.
- Services Proposals, response to call for tenders.
- Pricing of services provided.

### **In 03/2003**

- Writing and legal deposit of articles of association for the company Atriix newly created.

**HP***from 1986 to 03/2003*

Function : **Project Manager, IT Teams Manager, Support Engineer on UNIX.**

Technical Environment : **Unix, Windows Terminal Server, Citrix.**

Achievements :

**From 12/2001 to 03/2003**

- Manager of a 8 people team: 5 working on e-Services (Web services such as BEA, IUM or Web Security as CheckPoint) + telecom products (SS7, AIN, IAC, OpenCall VoIP), 3 working on products for Call Centers with CISCO and IP telephony technology (ICM CRM, CCM, IPCC, WAP solutions as Tantau Nokia Active Server).

**From 07/2000 to 12/2001**

- Support Engineer & Consultant on billing products on telecom platforms (BMP: Billing Mediation Platform) as well as telecom networks OpenView TMN (Telecom Management Network).

**From 01/2000 to 07/2000**

- European Program Manager for the pilot project of Server Based Computing (SBC pilot), part of "e-Client Initiative", initiated by costs reduction needs. The aim was to test on ~ 2% of employees in Europe a Thin Client architecture based on Windows Terminal Server and Citrix.

**From 1997 to 01/2000**

- Manager of a 8 people team: 5 working for IT support on Unix infrastructure for a network Lab, 3 working on the deployment of SBC solutions based NTrigue (Insignia) and Windows Terminal Server, the target being to change PC desktops and Unix workstations against Thin Clients for office bureautic.
- I performed the proof of concept and engineering of this technical solution before my team deploys it and moved it to production. This was the end of an 18-month project, which I led to migrate all the non-compatible workstations "Year 2000", which remained in France in some HP branches.

**From 1993 to 1997**

- Unix Expert engineer at WTEC (Worldwide Technology Expert Center).
- I was part of a team of 35 people spread around the world, providing high-level support on HP-UX kernel and commands, for Premium Clients who subscribed to the 24x7 support on the "follow the sun" model, which means we transferred incidents between colleagues, from the countries most at east toward west, in order to provide continuous support over all time zones.
- Of course, the support was totally in English and we were the last support barrier before the HP-UX Labs, the Lab's Engineers taught us the internals of Operations System.

**From 1989 to 1993**

- Unix support Engineer at French CRC (Country Response Center).
- It was the second level of support on HP-UX, we were treating the unresolved incidents tickets from the HotLine.
- We were in charge for France of level 2 support on HP-UX kernel and commands on HP9000 series servers and workstations.
- Unresolved incidents were not yet escalated to the WTEC 3rd level of support, as WTEC was created in 1994 when I joined this team.

**From 11/1986 to 1989**

- RTE support Engineer at French CRC (Country Response Center). RTE means "Real Time Executive", which is a real-time Operating System for HP1000 mini-computers, equivalent and competitor to Bull MITRA.

**From 01/1986 to 10/1986**

- End of study Engineer internship at HP French CRC (Country Response Center).
- My project was to develop in assembler, a network device driver over Centronics parallel cards, to connect back to back 2 HP 1000 minicomputers via a network stack.