Richard MARCEAU

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Driver License A & B.
Mobililty for business travels.

Immediate availability.

- ✓ Change Manager, Production Manager, Service Manager, certified ITIL : Service Management Foundation.
- ✓ Transnational Project Manager (Prince-2 certified) in complex environments, based on architectures including Unix and Windows Servers, Virtualization (VMware, Hyper-V), Thin Terminals Servers (Citrix, TSE) and SAN/NAS storage (HP, EMC, NetApp).
- ✓ Architect Consultant: I.S. (Information Systems) Urbanization, I.S. Governance, I.S. Rationalization and Relevance of the S.I. to the services to be delivered to users based on constraints and risks, Due Diligence.
- ✓ Manager of I.T. entity as for instance I.T. Support Team or HotLine Manager, Outsourcing.

SKILLS

METHODOLOGIES :
- Prince-2 Certification : Foundations in Project Management.
- Project Management.
- ITIL Certification : Foundations in Service Management.
- Changes Management according to ITIL "Best Practices".
- Architectures Principles SOA & SOI (Services Oriented Architectures and Infrastructures).
- Infrastructures and Services Governance, Due Diligence.

FONCTIONALS :
- Management & Support of Production Environments.
- Technical People Management of multicultural teams.
- Remote Management of teams spread in different countries.
- Customer Orientation and Teamwork Skills.

SECTORALS :
- I.S. Outsourcing and IT Subcontracting.
- I.T. Support of Business Critical and Key Accounts.
- Computer's Manufacturers.
- Aeronautical Industry.
- Insurance and Banking.

TECHNICALS :
- Information Systems Architecture and Urbanization.
- Support of mixed Infrastructures Unix, Linux and Windows.
- Unix, Linux Operating System, Virtualization and Administration.
- Windows Operating System, Virtualization and Administration.
- SBC (Server Based Computing) products: Citrix, Terminal Server, Thin Clients and Linux SBC (Tarantella, LTSP).
- Scripting Shell (ksh, awk, Perl, Python, C#, PowerShell).
- Languages: C, C++, Fortran, Pascal, Basic, Ada, Java.
- Platforms and Network Security.

TRAINED IN / EDUCATION

- Project Management (Prince-2).
- Service management (ITIL).
- Management of Technical Teams.
- Windows OS, AD, Security.
- Unix Kernel/Commands by the HP-UX Lab who writes the OS.
- NLP " Technician Level ".
- **1986 :** Engineer graduated of ESIEA (Computing, Electronic, Automatism).
- **1981 :** DUT Electrotechnic.
- English: operational, German: academic level

Feel Europe – SII Group   Miscellaneous missions   Project Manager   2017/02 → now

➢ **From January to March 2018:** Infrastructure Project Manager for **La Banque Postale** :
IBM AIX Power-Series 5, 6, 7 and 8 environments. About 60 Power-Series to upgrade the firmware version level of AIX chassis and software for about 4000 LPARs (Logical PARtitions, aka virtual servers) hosted on chassis PowerSeries.
Organize LPAR and chassis server shutdowns, collect application constraints from internal customers (banking services), plan and supervise operations with systems operational teams, manage all communication around operations.

➢ **2 projects at ATOS on behalf of the Airbus Business Cloud (ABC) contract: Airbus IS outsourcing :**
- ✓ **From February to August 2017:** "STORM" Project Manager (STorage Obsolescence and ReMoval) in its third phase. Manage the obsolescence of 70 HP SAN storage arrays (EVA and XP types) connected to 700 servers, 70% of which are in production.
- ✓ Environment: UNIX (AIX, Solaris, HP-UX), Linux (RedHat, SUSE) and Windows (2003 to 2012). Leading RUN teams in India.
- ✓ **From September to November 2017:** Project Manager "BC Removal". BC (Business Copy) is a feature-based backup solution for deprecated XP SANs that are being replaced as part of the STORM project, so you need to migrate this proprietary backup solution to NetBackup standard or RMAN for Oracle DataBases.

GIE Taores – La Mutuelle Générale [freelance]   Change Manager (in the ITIL way)   2016/11 → 2017/01

➢ Mission of 2 months and a half carried out as an independent consultant in salary portage. Replacement of the Change Manager of La Mutuelle Générale who had to temporarily leave for medical reasons.
➢ Very short overlaping period (3 days) for the instructions transfer by the Change Manager holder and the discovery of the I.T. environment (IS in general, IaaS hosting, critical services for LMG, Production Plan), procedures and local adaptation of ITIL methods for managing incidents, problems and changes.
➢ Role of Change Manager, making decision on changes validation for the IS and leader/organizer of the tri-weekly Change Advisory Board.

Réseau 5'A   Association for helping people over 50 in their professional career   2015/04 → now

➢ Born in 2011 from a group of "seniors" of the Pôle Emploi Cadres of Toulouse, this association accompanies people over 50 years in their professional career, especially those who are looking for a job. The activity of Network 5'A is centered around the sharing of experiences in order to revitalize the search for employment, the exchanges with professionals in activity, the identification of opportunities and the creation of synergies.
➢ After 6 months of job search, I joined this association as an active member of the bureau, where I assisted the President. Participation in the design of a flyer to make known the Réseau 5'A in professionals environments, organization of conferences animated by professionals, on themes related to the world of employment, aimed at the re-integration of seniors in situation of breaking activity, with the corollary human's aspects.

Cunningham Lindsey   Regional I.T. Responsible, I.S. Project Manager   2009/09 → 2014/10

➢ Conducting the merge of I.S. for the Merge & Acquire of companies GabRobins-FrancExpert absorbed by Cunningham Lindsey in 2010. (staff in 2010: GabRobins : 450 and Cunningham: 250).
➢ 2010 to 2012, overseeing the Project of Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP) to setup a backup I.S hosted at Toulouse, able to take over the Paris HQ I.S. A take over test has been successful in September 2012 by switching the two sites. (Project budget: 1 M€).
➢ Regional I.T. Manager for the South-West responsible for Operationnal Conditions Maintenance of servers and workstations infrastructure plus France-wide support to the users.

New'Arch   Change Supervisor/Coordinator (ITIL) and I.T. Technical Manager
Solucom Group   subcontracting for HP at Airbus Toulouse   2004/01 → 2009/05

➢ Changes Coordinator and Supervisor according to the ITIL model. It means managing IT changes on the Airbus Toulouse site infrastructure and negotiating the technical and financial conditions with Airbus I.T. (I.T. base installed: 2000 Unix servers, 1500 Windows servers with EMC and NetApp storage).
➢ Technical Manager of a team that was carrying out the changes. The members of this team, I made grow from 3 to 25 people, were belonging to different companies subcontracting for HP, having the responsibility of supporting SAD (Systems / Applications / Databases) for Airbus Europe.
➢ During the last 6 months: Audits and Consulting on Information Systems Architectures. Advising customers on migration, rationalization, consolidation of Information Systems. Delivery of documents as: Architecture Files Reports, synthesis of existing and needs, Financials & Technical Analysis, Business Cases.

Atriix   Company Manager and Technical Consultant on SBC Technologies.
     Creation of a company with an associate.   2003/03 → 2003/12

Creation with an associate of a company of consulting on SBC (Server Based Computing) deployment solutions, that is to say, any computer architecture based on applications servers and terminal servers for Thin Clients infrastructures. Citrix and Terminal Server are the most widespread technologies on Windows, but we also intervened on Linux based solutions, like LTSP (Linux Terminal Server Project) and Tarantella.

HP   I.T. Team Manager, Project Manager, Unix Wolrldwide Expert, Support Engineer,
(Hewlett Packard) Unix System Engineer, Realtime System Engineer   1986/01 → 2003/02

➢ I.T. Teams Manager of various technical teams of 3 to 8 collaborators working on miscellaneous topics :
- ▪ Engineering and deployment of thin client solutions to replace heavy client workstations and validation of the Y2K compliance of these workstations.
- ▪ I.T. internal support team for a Network Lab and external support for e-Services (Web), signaling, monitoring and billing services for mobile telephony in collaboration with NOKIA Finland and CRM on IP telephony networks.
➢ European Project Manager for the pilot project "Server Based Computing" to test a Citrix Thin Client solution on ~2% of European's staff workstations.
➢ Unix Expert Engineer at WTEC (Worldwide Technology Expert Center) team of 35 people spread over the main world countries, which was providing ongoing support level 3+ for Premiums and Business Criticals customers, according to a model of "follow the sun" covering all time zones. Interventions throughout Europe sites in escalation mode, for instance 2 weeks at Lisbon for Portugal Telecom to fix a bad architectural choice.
➢ Unix Support Engineer (kernel & commands) at the French CRC (Country Response Center), level 2 support after the hotline. France-wide incidents managing and resolution over the range of HP9000 servers RISC architectures 700/800 series and Motorola 68000 series 200-500.
➢ Support Engineer RTE (Real Time Environment) on HP1000 series, support levels 1 and 2.