

**Olivier RADEMAKERS**  
**SERVICE DELIVERY MANAGER**

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Born on August 25th, 1972  
Nationality: Belgian

**French** - mother tongue  
**English** - bilingual

*Highly adaptive IT professional with 25+ years of experience specialized in IT landscape, Security and Operations Management. Designed and managed projects and contracts ranging from €500,000 to €2,000,000+ in budget with team sizes from 5 to 35 people. I have expertise in coordinating diverse teams and resources to complete objectives. I am resourceful and mission oriented with a proactive and hard-working nature.*

## EXPERIENCE

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**Aug. 2021 to Now**

**Service Delivery Manager**  
**Claranet**

- In charge of key account customers
- Technical team management (ranging from 3 to 6 DevOps)
- Project management (Agile Scrum Master)
- Projects to migrate web infrastructures to Microsoft Azure
- Projects to build and migrate web infrastructures on AWS
- Projects to migrate web infrastructure from AWS to GCP
- Owner of the P&L for each customer

**Jan. '19 to Now**

**Service Delivery Manager**  
**Atos Big Data & Security**

- Cross-functional management and engineer management (~25 in Poland, 10 in France, 5 in Romania)
- Coordinate steering, project and technical committees - Primary point of contact for the client(s) regarding overall day-to-day service delivery
- Making sure SLAs (service level agreements) as defined in the relevant contracts are met or exceeded
- Manage requests, changes and major incidents
- Detected pre-sales opportunities and billing management with focus on the contracts' profit margins
- Remain available as technical support for the support engineers

**Sep. '17 to Dec. '18**

**Project Manager**  
**Atos Big Data & Security**

- Planning and organization of the transition of IT support provider
- Migration of Ironport to Proofpoint (boundary mail services)
- Coordination between client and support teams, acting as SPOC for both and translation service
- Planning of the required solution training sessions for all support staff

**Jan. '17 to Sep. '17**

**Senior Architect & Pre-Sales Engineer (Solutions Architect)**  
**Atos Big Data & Security**

- Build from scratch a complete infrastructure based on McAfee Web Gateway; Internet access, routing, networking, Active Directory, web, ftp and syslog services
- Technical expert during onsite client presentation
- Ran tests (operational & stress) with client
- Received Atos' merit award
- Working for prospect client on workplace security
- Designed an antivirus and hard drive encryption offer
- Draft the PnL for the bid
- Technical consultant for the draft & review of SOW (Scope of Work)

**2014 to 2017**

**Application Manager / Technical Project Manager**  
**Atos Global IT Unified Communication**

**Technical Project Manager**

- Helped design and build the global mail platform used by atos.net & subsidiary domains and companies.

- Ran solo the project to move all Atos GBUs (~80) to this new platform over the course of one year, and finished on the dot.
- Ran the project for the integration of Bull worldwide SMTP infrastructure in the Atos landscape, over the course of 18 months.

#### **Mail/SMTP Landscape Management**

- Guaranteed Atos' mail platform's wellbeing, running a team of 5 engineers in Poland
- Enforced Atos' policies
- Integrated mergers and acquisitions into the Atos mail landscape (Bull, Unify, Xerox ITO)
- Decommissioning of legacy servers, removal of unnecessary gateways
- Setting up processes on the boundary mail gateways
- Setting up Exchange Federation Trusts with newly acquired companies
- Coordinated technical teams for (mainly) SMTP projects:
  - o Moved to O365 (as a technical reference)
  - o Migration of Distribution Lists from Exchange to EOLE (SYMPA based DL management) framework
  - o Setup a strict SPF record on atos.net

**2004 to 2014**

#### **System and Security Engineer**

##### **ATOS Infogérance – Network & Security Solutions**

- Internet infrastructure management : DNS, proxy, SMTP, LDAP, VPN, Cisco Pix/ASA
- Main technical operator for high value clients
- Management of Anti-Spam SMTP service (sendmail + MIMEDefang + SpamAssassin) for mutualised and dedicated clients
- Development (tooling): PHP, Perl, Shell

#### **Projects:**

- Merge and transformation of LDAP infrastructure and data during new customer integration phase (Atos, GDF, RTE...).
- Design and development of a global framework for backup and versioning of \*nix system configuration (Atos and its main customers).
- Design and development of a user password and ssh key deployment to manage authentication on \*nix system (Atos and its main customers).
- Integration of new clients: GDF, RTE, Total, L'Oreal...
- Converted operational iPlanet SunOne Directory server to OpenLDAP.
- Created using open-source software a replica of SUN's iPlanet Messaging server using perl and shell scripts, sendmail, courier, OpenLDAP and RoundCube.
- Conception, build and integration of a self-provisioning mail server, based on open-source software, in sync with corporate LDAP.

**1997 to 2003**

#### **SCHLUMBERGER – Network Solutions**

- Unix System Administration
- Windows NT System Administration

**1997-1999**

#### **Helpdesk & PC Desktop Support**

**1993-1997**

#### **SCHLUMBERGER - CIS**

## **EXPERTISE**

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**Windows:** (Active Directory, DNS, DHCP, WINS, IIS, MS Proxy, MS Exchange)

**UNIX:** Solaris, linux, DNS (Bind), proxy (Squid), reverse proxy (Apache), web (Apache), LDAP (openLDAP & iPlanet DS)

**SMTP:** Sendmail, Postfix, Puremessage (Postfix), Anti-Spam (MIMEDefang with SpamAssassin), SUNOne (iPlanet), Messaging Server, McAfee E-mail Gateway, Ironport, MS Exchange.

## **EDUCATION AND TRAINING**

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**1994**

Centre National des Arts et Métiers  
Night course: Algorithms and programming  
Languages: ADA, CAML

**1993**

Institut Européen Informatique  
Analyst/Programmer training on IBM AS/400  
Languages: RPG 400, COBOL and Control Language  
UNIX Environment

**DIVERSE**

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**2010**

Sauveteur Secouriste du Travail (lifeguard @ the workplace)

**Sports & Interests**

Snowboarding, fitness, guitar, Arduino &amp; Raspberry Pi projects, photography, Jiu-Jitsu, leadership and parenting