



Cité des Palmerais, Aouina, Tunis •



soulou2000@yahoo.fr



+216 58559887



Sofiane Zairi

Sr. Manager Product Development, FIS

Summary

Being a leader brings joy and happiness to get always to learn something new, to share knowledge, and to inspire others to push with us for success. But this privilege and happiness can only last if we manage to help others advance, and flourish while bringing value to our stakeholders.

I would be happy to continue growing my leadership role with a thriving organization that is looking to accelerate their success journey, to increase value and to improve their users' and customers' experience.

My career journey had many ups, but also many downs that helped me improve and get better. Below is a summary of some successful results of this rewarding experience:

- Led the acceleration program of our product deliveries. which resulted in an average of **4x times faster release schedules**. This was made possible thanks to many strategic initiatives including team transformations, improved and optimized test automation tooling, GitOps driven CI/CD integrations, Docker containerization of our deployments, and move to a cloud-based architecture, which lead to a much faster deployment model for all solutions.
 - Headed the teams restructuring and optimization initiative. The result is a **reduced cost of ownership** for our products **by an average of 30%**. This was possible by restructuring our SAFe Agile teams around more customer focused projects to optimize throughput
 - Facilitated many solutions modernization and culture transformation initiatives in our hybrid working environment. The result of this is a **reduced attrition for our highly performing team players from 30% to 5%**. This was possible by improving our engagement tactical leadership. which includes an improvement of our projects feature and tooling content. A mindset shift towards a continuous Learning culture. And by helping the teams to design their own career paths and facilitating their internal moves and promotions.
 - Worked with the Customer Support organization to help further improve our overall client experience. This resulted in an **improved customer satisfaction through improved NPS indicators from an average of 40% to 80%**. This has also laid the ground to boost our sales figures by improving the markets confidence on our solutions, and it would help attracting additional customers to invest in our client centric modernized solutions.
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Education

Doctor of Sc. (PhD) - Applied Computer Science

Ecole Centrale de Lyon,, School - France, 1997 – 2001

Master of Engineering (MEng) – Applied Computer Science and Analytics

INSA Lyon - Institut National des Sciences Appliquées de Lyon, School - France, 1993 – 1997

Languages

- **Arabic:** Native speaker
- **English:** Fluent
- **French:** Fluent

Career History

Sr. Manager – Product Development

Sungard, then FIS.

Software Dev. Financial Services

Since July 2014

Tunis, **Tunisia**

Sr. Developer – Web development

Digirati Ltd.

Java/J2EE development

Jan 2006 – July 2007

Glasgow, **UK**

Manager – Product Development

Sungard (Owned by FIS)

Java/J2EE Software Dev. Financial Services

Mai 2011 – June 2014

Tunis, **Tunisia**

Developer – Financial trading platform

Streamingedge Co.

Java/J2EE development

March 2004 – Jan 2006

London, **UK**

Project Lead – Car telematics & GPS tracking

IMS Co.

Java/J2EE development

Jan 2011 – Mai 2011

Waterloo - Ontario, **Canada**

PostDoc – MEMS design

Strathclyde Uni.

Integrated Systems

Sept 2001 – Feb 2004

Glasgow, **UK**

Team Lead – Lifecycle ES BPM & SOA platform

Adobe Co.

Java/J2EE development & Tier 1 Tech Support

August 2007 – Dec 2010

Edinburgh, **UK**

Accomplishments

Sr. Manager – Solution transformation & modernization, FIS

- Lead cross-functional Agile teams, composed of Dev, DevOps, QA, and BA/PO, and helped them **accelerating our solution deliveries by an average of x 4 times** faster
- **Helped Agile teams to modernize our solutions'** technologies and architectures **as per corporate strategic objectives** towards a move to friendlier SaaS and BPaaS business models. This resulted in **containerized Kubernetes deployments** for our solutions, with **a move to a GitOps auto delivery**

approach to Azure / AWS cloud infrastructure, to our on-Premise Data Centers, and to our Hybrid cloud environments

- **Helped coordinating & leveraging many project dependencies at a program and at a portfolio leadership levels**, e.g. by reducing resource contentions across Scaled Agile teams, and by getting involved in many optimized architectural and technology choices
- Continuously learning and building skills around modern technologies (including NodeJS, Go, Python, Angular, Kafka event sourcing & streaming, Docker, Kubernetes, Istio Service Mesh, HashiCorp, Terraform, and Ansible) and emerging ones (including AI, ML, Blockchain, AR, and VR). This helped easing the path of our lean transformation journey, **by inspiring others to learn and improve and by influencing many of their decisions and choices through a thought leadership mindset**
- Helped and facilitated the path to **inspire others to be creative, and to transform some team players into emerging tech leaders**. This also helped **reducing the teams' attritions** from an average of 30% to 5% for the high performing team players, and from 40% to 8% for the successful team members
- Helped improving the overall customer satisfaction by adopting a more user-centric approach; This included the adoption of a **richer User eXperience (UX) component design approach**, a **friendlier solution deployment & configuration**, and by providing **easier and more effective Runtime monitoring and control toolings**, as well as the adoption of a leaner collaboration with the Customer eXperience (CX) organization. The result is happier customers by an improved NPS indicator from an overall 40% to 80%

Manager - Financial Software development, Sungard

- Ongoing - Project Management to design new Exchange Gateway components for Middle and Back office Post-trade Derivatives systems. Markets include FEX, DGCX, OCC, and MEFF
- Previously - Worked with multisite cross-functional Agile development teams, based in Tunis, US and Pune to deliver a new architecture of the OmniLink product, based on an Enterprise Service Bus (**ESB**) and an **OSGi** container in order to move towards a **Multi-Tenant** based hosting model, and enhance the business service model towards a **SaaS**-driven cloud service offering
- Built strong and self-organized **SCRUM** teams and helped instating a collaboration culture across locations, i.e. between Tunis, India, and US teams
- Followed a Test Driven Development (**TDD**) approach for our development process to improve our product quality and reduce ownership cost
- Performing code review with the help of Maven site plugins
- Migrating screens from IceFaces to **HTML5, JQuery, JSON**, and **AJAX**
- Tweaking Software performance, such as memory and speed optimization, using JVM profilers like JProbe
- Worked with the wider QA and Code Move (SCM) teams to improve our SDLC process by designing and integrating a wide range of regression and integration test plans, with the Bamboo CI/CD nightly builds
- Persuaded VP Omni Development and the release team to move from SVN to a Git based SCM system, to improve the commit and the codebase merging experience for developers

Project Lead - GPS tracking systems development, IMS Co.

- Worked as a Scrum master, where I helped improving the release time delivery by implementing an Agile based methodology for the dev team
- Migrated from Ant to a Maven based build and release management approach to improve build automation and integration with the Hudson CI/CD system.

Team Lead - BPM and ESB development, Adobe Systems Co.

- Prepare KPI metrics and reports to upper management
- Responsibilities included also task distribution to dev team based on Jira issue tracking system

- Provided component design for Lifecycle ES (LCES) ESB pertaining Camel integration and Security layers
- Provided deployment documents of the LCES Java enterprise application for various application servers, i.e. Weblogic, Websphere and JBoss
- Provided codebase review, which contributed in improving team coding style and quality

Java/J2EE Senior Developer - Financial trading platform & web development, *Streamingedg & Digirati Ltd*

2001 - 2007

- During this role, I have acquired a good knowledge of various financial instruments, the settlement and the clearing processes that follow traded transactions
- I had the opportunity to develop few components of the Streamingedg trading platform, to perform some bug fixing and to troubleshoot some performance related issues
- Worked with the brokers to gather enhancements requests and new requirements
- Used and consolidated my analytical skills during component development

Research & Development - Analytical modeling and numerical simulations, *Strathclyde univ.*

- During PhD and PostDoc projects, I had the chance to learn and innovate in the realms of analytical modeling and numerical simulations. using various Multiphysics and CAD tools, including MATLAB, ANSYS, FEMLAB, MEMSCAD, Origin, etc.
- I had also the chance to try various programming and scripting languages including C++, Verilog, and MATLAB Script, etc
- During these two projects I learnt also about project proposal plan, searching writing and publishing articles/patents, prepare for presentations, communicating results and presenting them to wider audiences