REDA HAFID

API & SERVICES – IT MANAGER

CONTACT

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SKILLS

- API and API Management
- MobileID / Camara API
- Team Management
- Multi-Project Management
- Methodologies: Agile, Waterfall
- Product Backlog Management
- Business Analysis
- Functional Specifications
- User Stories Definition
- UAT and Validation
- Decision Making
- Project Monitoring
- Stakeholder Coordination

TECH & TOOLS

- APIm : Apigee, Kong
- ESB : MuleSoft
- Rest API, AsyncAPI
  Swagger/OAS
- Postman
- API Proxy/API Product
- CMS : Drupal
- PM Tools : JIRA, Confluence
- JSON, XML/XSD/XPATH
- Java, Springboot
- Jenkins, Gitlab
- SQL/noSQL
- ELK
- Event Broker : RabbitMq

PROFILE

Seasoned IT professional with over 15 years of experience in the telecommunications industry. Expertise in multi-project and development team management around API design and API management solutions. I can help you in your API journey.

WORK EXPERIENCE

Bouygues Telecom - **Paris, France**   2023 - PRESENT

IT Manager

- **Context :** Management of API and ESB Teams
- **Objective:** Overseeing API Management and Data Integration Platforms within the IT Department
- **Achievements:**
  - Managed the API team responsible for API management of the IT department using Google's Apigee product, API Developer Portals
  - Led the ESB team managing the data integration platform for the IT department based on MuleSoft.
  - Platform as a Service for the internal clients : APIM Tools and Control Plane
  - Presenting the APIM Target Architecture
  - APIM Center : APIM Governance and APIM
  - Directed a project portfolio with a 2 million euros budget.
  - Supervised 14 direct reports, including internal staff and external contractors.
  - Successfully deployed and integrated API solutions and API security features to enhance business communication and data accessibility.
  - MobileID and Camara API : KYC Match, Number Verification, Sim Swap

Bouygues Telecom - **Paris, France**   2020 - 2022

IT Identity Provider Product Owner

- **Context :** IS Transformation Program
- **Objective:** Functional Architecture / Business Analysis
- **Achievements:**
  - Enhancing IT IdP based on CAS product by adding several features such as Step-up and Trusted Device
  - Upgrade CAS versions
  - Interacting with OAuth2/OIDC Autorisation Server (in house dev)
  - Interacting with SAML2.0 Autorisation Server (keycloack)

AXA France - Paris, France   2020

API Designer

- Design of the B2B Insurance API

Bouygues Telecom - Paris, France   2016 - 2019

IT Consultant - API Product Owner

- **Context :** IS Transformation Program
- **Objective:** Functional Architecture / Business Analysis
- **Achievements:**
    - API Management solution RFP : Apigee, Kong
    - MobileID API : MatchID, Number Verify, Subscriber Status
    - IT API - Invoice to Customer
    - IT API - Communication to Customers : E-Mail, SMS, and Mail
    - IT API - Commercial KPI

NTT Cloud Communications - Paris, France   2014 - 2016

IT Consultant - Product Owner

- **Context :** IT Transformation Program - Evolutions & Migrations
- **Objective :** Migrate all the customers in the new IS
- **Achievements :**
    - Adding features to newly created Applications
    - New Product Offering integration

NTT Cloud Communications - Paris, France   2011 - 2013

IT Consultant - Business Analyst

- **Context :** IT Transformation Program - Foundations
- **Objective :** Integration of a new Billing Software for Collaboration and Conferencing Platform
- **Achievements :**
    - Configuration of Commercial offers for 35 subsidiaries
    - Quote/Contract Management Application specification
    - Design of Quote/Contract templates for 35 subsidiaries
    - Design of invoice templates for 35 subsidiaries
    - Billing models specifications

EDUCATION

ICT Engineer   2009 - 2011

IMT Nord Europe - Lille, France

Networks and Telecommunication Engineer   2005 - 2009

ESTEM - Casablanca, Morocco