**Strategic Advisor, business analyst, architect** with more than 20 years of experience. Recognized by clients and peers as a coach and leader, I am highly effective at crossroads of business and technology, in governance, on technological, business and security positioning. I bring managers and their teams to share knowledge, to focus and thus get the most out of the company.

Within Desjardins, I advise managers and work on key initiatives. By teaming with my manager, we develop business API for the banking sector. I prepare the budget (more than 400 persons) and work on key mandate as API journey, HR updates on developers’ profile and infrastructure cost optimization.

As a Business Analyst and a coach, I have helped multiple enterprises (large, small and start-ups) define their strategy and train their resources. I have also developed new markets when at Facilité. I coached several start-ups.

Managers and experts appreciate my capacity to develop relationships with business and IT partners. I simplify processes by using new way of thinking, by improving both communication between teams and increasing operational efficiency. I pay great attention to details and am known to tackle issues from all perspectives.

# DIPLOMA, AFFILIATIONS, CERTIFICATIONS

* 1999 Master's Degree, Network Engineering, graduate from [IMT Nord Europe](https://imt-nord-europe.fr/), Lille, France  
  Specialized in: Creation and management of information systems, Network software
* Engineer, [OIQ](http://www.oiq.qc.ca/) member (Ordre des Ingénieurs du Québec)
* TOGAF 9, ITIL, Disciplined Agile certified, SAFe

# COMPETENCIES

* Communication, Presentation, Negotiation, Technology Vulgarization Skills, Experience in Outsourced Environments, Change Management
* Budget planning, finance
* Architects Manager, Team leader, Developer Leader
* Delivery Manager of IT infrastructures
* Enterprise Architecture, Business Architecture, Strategic Planning, Business Analysis, Integration and Alignment of Technology with Business Requirements
* Opportunity and Feasibility Studies, Design, Processes Implementation, Processes Improvement, RFI, RFP, Knowledge of Standards, Laws and Rules
* Negotiating with Providers, Methods and Documentation, Knowledge Transfer
* Masters the Operations, Infrastructure and Applications domains
* Languages: French, English

# MAJOR ACHIEVEMENTS

* **Strategic Planning**
  + Financial multiyear strategy plan for API banking transformation (more than 400 persons ).
  + Business project evaluation to elaborate unit planning.
  + Wrote complete infrastructure roadmaps for Desjardins Movement (60 000 employees).
  + Present strategic planning to close the gap between technology and lines of business.
  + Coaching and communications of project planning at CIO/CTO level.
* **Improvement and transformation of several business services**
  + Enhanced API governance
  + Transformed delivery processes
  + Wrote several communication tools to improve reporting on technology debt
  + Built main administrative processes of AD Prévost within Casewise
  + Stated actual performance of [Tourisme Montréal](http://www.tourisme-montreal.org/)’s business application and recommended best solution to apply
  + Created new lines of business and promoted [Facilité](http://www.facilite.com/)’s center of excellence using Casewise
  + Optimized practices and developed new services offer for [CGI](http://www.cgi.com/), Bell and Hydro-Québec
* **Managing/Coaching/Leadership**
  + Bell, Hydro, Desjardins, Facilité
  + Coach teams, mentor persons
* **Principles, Norms and Standards, Service Offering**
  + Wrote network and infrastructure platform principles as well as technical advisories for Desjardins
  + Wrote environment management and configuration management Norms for [Auchan](http://www.auchan.fr/), Desjardins, [Bell](http://www.bell.ca/), [Hydro-Québec](http://www.hydroquebec.com/fr/index.html)
  + Participated in all Facilité’s major proposals
  + Wrote RFIs and RFPs for Bell and Hydro-Québec
* **Delivery of technology infrastructures**
  + I have delivered new Technology features that enable Bell to increase market share
* **Business Improvement, Business Transformation** 
  + Modeled the main Business Processes of AD Prévost
  + Evaluated and made recommendation on business solutions for Tourisme Montréal
  + Built vertical business model within Casewise to promote Facilité Excellence Centers
  + Optimized center of excellence and constructed of new service offerings for [CGI](http://www.cgi.com/), Bell and Hydro-Québec

# DOMAINS

* Business Domains: Bank, Finance, Insurance, Public, Retail, Industry, Defense, Aerospatiale, School, TIC
* Technological Domains: Cloud, Service Management, Management Tools, Middleware, Storage, Virtualization, Operating Systems, Programming Languages, Network, RDBMS
* Known Standards: TOGAF, Design Thinking, SAFe, ITIL, TMN, UML, Merise, Zachman, BPMN

# WORK EXPERIENCES

## [Desjardins](http://www.desjardins.com/), Montréal, Canada (Since 2017)

Strategic Advisor– IT Strategist, leader

* Financial Strategy for API banking transformation.
* Implementation of banking service transformation governance.
* Definition of new HR profile for the developers.
* Business project evaluation to elaborate unit planning.
* Support business lines in their transformation.
* Reduce technology diversity using infrastructure debt roadmap.

Outcome: change in practices, more adequate recruitment, prioritization of activities and economy of scale

Senior Architect – IT Strategist

* Single point of contact between operational teams and technical architect teams when replacing ATM
* Gathered different group of persons and brought new way to solve problems
* Updated technological roadmaps, created an adapted version to business audience

Outcome: better understanding of systems, discovery of synergies, increase expert confidence, improve focus, economy of scale

## [Facilite Informatique](http://www.facilite.com/), Montréal, Canada (2002 – 2017)

Director – Architecture, IT Strategist

* Managed knowledge sharing and training. Answered RFP, opened new accounts, customer relationship management and quality assurance
* Performed on- and off-site mandates as Strategist, Enterprise Architect and Business Architect

**IT Strategy for Hydro-Québec, Desjardins, AD Prévost, Tourisme Montréal**

* Roadmap, framework, governance, and orientation. Sourcing strategy, buying strategy.

Outcome: better environments management, enforced standard RFP, introduced gap analysis, increased enterprise maturity, better CIO/CTO budget planning tools, better prioritizing of technology initiatives, reduced operational costs

**Enterprise Architecture, Business Architecture for Desjardins, AD Prévost, Tourisme Montréal, Bell**

* Process modeling and improvement, building framework, setting governance, technology roadmaps, principles, norms and standards.

Outcome: documented standard, better communication, efficient budget planning, reduced acquisition and integration costs, formal change management, alignment with enterprise strategy

**Technology Architecture for Bell, CGI, Ministère du travail, Rona**

* RFI, RFP, POC, architecture of Enterprise Management System (network, systems, applications), incidents, problems, change and configuration management of 20 000 network devices, 1 500 servers, of phone systems up to 75 000 users, of call centers (up to 10 000 agents, 200 000 calls/day), SOX, HIPAA, Basel Accords conformity

Outcome: Development of new markets, operational cost reduction (35%) and accountability

## PCO Technologies Canada Inc., Montréal, Canada (2001 – 2002)

Product Data Management/Product Lifecycle Management Consultant

* International consulting missions for Alstom Transport, Giat Industries and Mack Trucks

Outcome: reduced downtime, increased operational efficiency

## [EADS Sycomore](http://www.airbusgroup.com/), Paris, France (1999 – 2001)

Systems Engineer, consultant

* Consulting mandate for Auchan Information Technology Group
* Started a new regional subsidiary, knowledge management

Outcome: reduced operational costs, optimised core business

APPENDIX

# BUSINESS DOMAINS / CUSTOMERS

* **Banks**: BNC, BLC, CIBC, Crédit Agricole, Crédit Mutuelle, Desjardins, RBC , TD;
* **Finances**: Desjardins;
* **Insurances**: Desjardins, Manuvie, SMENO;
* **Public**: City of York, Hydro-Québec, Téléfilm Canada, Tourisme Montréal, Ministère du Travail, Ville de Montréal, Ville de Longueuil;
* **Retail**: Auchan, Kiabi, Rona;
* **Industry**: AD Prévost, Alstom, Bombardier, FujiFilms, Mack Trucks;
* **Defense**: Giat Industries, EADS/AIRBUS;
* **TIC**: CGI, Connexim/Bell, France Telecom;
* **Media**: Art9, Yellow Pages, SMENO;
* **Expedition/Fret**: Purolator, Canada Post;
* **Management**: Ivanhoé Cambridge.

# TECHNICAL SKILLS

**Methodology and architecture framework**: ITIL, TOGAF, Merise, Zachman, BPM, SOA ;

**Service Management**: ITIL, Maximo, HP Service Manager, Remedy, ServiceNow ;

**Management Systems**: IP Telephony, Network, Systems, RDBMS, Wireless, Change Management

**Middleware**: Tuxedo, Tivoli, Citrix MetaFrame, MQSeries, Vmware, SSGD, Juniper, F5, Array Networks, Citrix NetScaler

**Storage**: StorageTek, SUN, EMC, Dell, NetApp

**Virtualization**: Vmware, Xen, Citrix, Hyper-V, Softgrid, vSphere, VirtualBox

**Operating System**: Windows, Linux, Solaris, AIX, HPUX, Vmware, Dos, MacOS Cisco Call Manager, Unity, Avaya/Nortel CS1000, zOS

**Languages/Development**: HTML, perl, XML, XSL, C/C++, delphi, java, PHP, ASP, CSS, xhtml, bash, ksh, web-services, BPMN

**Protocols**: TCP/IP, Ethernet, ATM, X25, SDH, PDH, H323, MGCP, SSL

**RDBMS**: Oracle, MySQL, MSSql Server, Access DBBerkeley, RRD, Power Architect, TOAD

**BPM**: Casewise, Bizagi

**Others**: Open Source, Continuus, CVS, SVN, Harvest, LoadRunner, Winrunner, iMake, Together, Intelligent Planner, Visio, Casewise

**Non** **technical**: Political Sense, Design Thinking, Management 3.0, Disciplined Agile, DevOPS

# CURSUS

* 1999 Master's Degree, Network Engineering, graduate from de [IMT Nord Europe](https://imt-nord-europe.fr/), France  
  Specialized in: Creation and management of information systems, Network software
* Engineer [OIQ](http://www.oiq.qc.ca/) member (Ordre des Ingénieurs du Québec)
* TOGAF 9, ITIL, Disciplined Agile certified

# VOLUNTERING

* Secretary of [Fencing Roussillon](https://escrimeroussillon.ca/)
* Active member of school boards
* Provided computer science lectures, French and math tutor
* Coach for Cooperathon, daily press review for different networks
* TED translator, Guignolée, Canadian Red Cross