Ludovic DESFONTAINES

Born December 13th, 1981 – 42 years old
French Nationality
Married, 2 children

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IT Director

Business oriented, Outcome focused and Passion driven

Skills

Management, Strategy and Steering

- ✓ Large teams in multi-cultural environment, International management, Remote teams
- ✓ Objectives definitions with OKR and Smart methods, Development and performance plans
- ✓ Strategic approach to team alignment; Definition on business objectives
- ✓ Industrialization and optimization of production processes, KPI Creation
- ✓ Crisis and Escalation Management; Capacity planning
- ✓ Methodologies: ITIL processes (Change, Incident, Problem), DevOps, Agile (Kanban)

Technical

- ✓ Infrastructure: Active Directory, DNS, DHCP, Exchange, Hyper-Converged
- ✓ Network: WAN & MPLS, Dark fiber, SAN, Multi-site, WAN Optimization
- ✓ Cloud: Google Workspace and Google Cloud, AWS, Azure
- ✓ Virtualization & Containers: VMware vSphere, Docker, Kubernetes
- ✓ Others: Bash scripting, Python, Nginx, Apache, Salesforce
- ✓ Languages: French (mother tongue), English (fluent)

Experiences

Since 2021   **Director, Internal-IS – Veepee**
Keywords: Trust via communication, Leadership, Strategy, KPI, Relationship, Transformation

- ➢ Strategy definition to converge 4 support teams spread over 4 countries on 8 sites, covering 10 countries
- ➢ Creation of a roadmap to align User Support deliveries and Infrastructure evolution
- ➢ Led key project, eg: AD Convergence of 3 subsidiaries; Creation of IT Asset referential
- ➢ Creation of budget with service approach to improve delivered service and reinvoice the entities

2020 - 2021   **Head of Internal-IS Infrastructure – Veepee**
Keywords: Communication, Strategy definition, Security

- ➢ Definition of the gap with the state of the art; Creation of KPI used to align the team on the targets
- ➢ Realignment of team's skills with requirement; Strong focus on automation and SRE methodologies
- ➢ Creation of Production targets; Finalized the main pending project, migration from Office365 to Google

2018 –2020   **Manager, France Delivery – VMware**
Keywords: Management, KPI, Relationship, Leadership, Customer focus, Business outcome focus, Crisis management

- ➢ Management of a team of 25 consultants and Senior consultants: people management, development plans, objectives definition, recruitment
- ➢ Customer management: focus on business outcomes and organizational expectations, steering committees
- ➢ Develop relationship with customer key stakeholders for Cloud, Infrastructure, Network & Mobility projects
- ➢ KPI Definition and Creation of reporting tools to drive activity (Excel, PowerBI, etc.), Financial management

2017 – 2018   **Team Leader, Consulting – VMware**
Keywords: Management, People Development, Optimization

- ➢ Management of a team of 9 consultants: people management, development plans with various profiles: Network, Infrastructure, Cloud and Mobility
- ➢ Revenue management, Forecast, Quarter closing, Partner management: candidate pipeline increase

2014 –2018   **Technical Account Manager and Senior TAM – VMware**

Keywords: Leadership, Mentoring, Conflict Management, Customer Centric, Solutions, Automation, Cloud, Network, Security

- ➢ Creation of strategies for Cloud projects, aligned with business outcomes
- ➢ Development of relations with top customer managers and executives, recommendations on KPIs
- ➢ Conflict and escalation management with and within customer organization
- ➢ Increase the impact on the TAM team via Mentoring, sharing, …
- ➢ Partnering with customer to have them take out the best of their VMware investments: vSphere Optimization, Cloud Infrastructure deployments
- ➢ Sharing and customizing Best Practices with their environment: LAN security, Micro-Segmentation, Cloud Automation, Development of customer technical skills

2011 – 2014   **Storage and Virtualization Architect - Euriware Service Desk**

Keywords:ITIL, RFP, Service Catalog, Delivery Management, Capacity planning, End to end Architecture

- ➢ Design of new Storage and Virtualization infrastructure for AREVA Group
- ➢ Contribute to new requests for proposal for contracts renewal
- ➢ Definition of new applicable standards for infrastructures, internal processes to set up the « managed services », technical specifications

2010 – 2011   **Virtualization and Cloud Computing Project – AREVA DSI Operations**

Keywords: Multicultural environment, Production Optimization, Service Catalog

Optimization project using virtualization with 2 mains goals:
- ➢ Relocation of workloads on 3 datacenters and simultaneously creation of the group private spanning those 3 datacenters in France, in Germany and in the USA
- ➢ Definition of a new service catalog, partnering with AREVA's outsourcer
- ➢ Definition of new processes (technical and management) to shorten provisioning requests

2009 – 2011   **SAN and Virtualization Expert – Euriware Service Desk**

Keywords: ITIL, Expertise, Storage, Virtualization, Redundancy

In an ITIL based service desk, manage and provide support and expertise for Storage and VMware based solutions:
- ➢ Management of an infrastructure composed with 23 Storage Arrays, more than 800 virtual machines, 23 Clusters (130 vSphere hosts); incident & problem management, Automation & industrialization; Reporting
- ➢ Design of new architectures, Sizing, Fault-Tolerance (RTO/RPO), Multi-site

2008 – 2009   **Technical Coordinator for Projects – Euriware Service Desk**

Keywords: Project management, Relationship building, Infrastructure, Documentation

- ➢ Responsible for coordinating the required actions launched by "infrastrutures" teams & "Project and development" teams of DCNS Group, to deploy "Windchill", a PLM used to design new ships.
- ➢ Writing of the "Infrastructure" documents related to the project, respecting the quality standard of the client

2004 – 2006   **UNIX System Engineer – Euriware Service Desk**

Keywords: Production Management, Automation, Administration, Linux, UNIX, Security

- ➢ Management & day to day operations of UNIX platforms
- ➢ Automation of operations: Installation, Management, Incident & batches management

Education

Business Certifications

Certified for *ITILv3 Foundation*, for IT Management; *Prince 2 Foundation,* for Project Management

Professional Trainings

2015: **VMware Certified Professional – Cloud – VCP6-CMA earned**	2013: VMware vCloud Director – **VCP-Cloud Certification earned**
2015: **VMware Certified Professional – Network Virtualization – VCP-NV earned**	2011: Prince 2 Foundation – **Certification earned**
	2011: ITIL v3 Foundation – **Certification earned**
2013: VMware vSphere 5 Datacenter Design	2011: VMware vSphere 4 Troubleshooting
2013: VMware vSphere 5 Install, Configure, Manage – **VCP5-DCV certification earned**	2010: VMware vSphere 4 - Install, Configure & Manage

Degrees

2004: Master 1 & 2 in Computer (5 years) - Network and Systems
1999: High School Diploma (with Honours)