

➤ **Renaud Rakotomalala**

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➤ **IT PROJECT MANAGER > TECHNICAL DIRECTOR / CTO**

IT Manager and Tech Lead, certified Scrum Master (PSM 1) > 20 years' experience > Overseeing front-end and back-end project management in the interest of operational efficiency: analysing IT and telecommunications networks, specification of requirements, managing calls for tenders and choosing solutions, rolling out an Agile or DevOps approach, leading teams of developers, supporting business units and users, managing quality, costs and deadline criteria > Manager, entrepreneur and intrapreneur, constantly vigilant of development in NICTs, assertive, proactive, persevering, I want to rise to a new challenge in an innovative and/or agile environment.

➤ **Professional experience**

Since 04/2018 **Technical Director / IT Consultant - founder** > SHAROPS > Digital transformation of the Pharmacie Servais network and assignments for other client accounts > France / Brussels

- Project owner Pharmacie Servais, 17 pharmacies – Managing transformation to agile methods within operations and functional scopes
 - Changing the IT governance model: implementing an IT department and training an internal computer specialist, internalisation of infrastructure and support operations, renegotiating IT contracts and rationalisation of contractors (15 contractors), integrating Agile processes
 - Migration of the human resources management system (HRMS) to a new version of Kelio, developing and safeguarding the inter-pharmacy IT infrastructure within the framework of GDPR law (data protection)
 - Supporting the management team: defining projects and recommendations, reporting on the status of project progress
- Expertise and technical advice: responding to calls for tenders (Happy Digital Agency), auditing the IT system (CleanUP SA), advice on implementing ERP solutions and achieving PoC
- Managed services: managing an internal hosting platform for 20 clients: Web and application environment

2012 > 2018 **Technical Director – co-founder** > SCORE42 > Developing websites and web applications for VSB / SME accounts, and hosting on an internal platform > 2 business partners > Vitry-sur-Seine

- Custom design and development of a global BPM application on Python for the QUORUM MEDIA France account (packaging SME working in mass distribution)
 - Requirements analysis, calls for technology related tenders, writing specifications and flow charts, assisting directors and users with changes
 - Project management: creation of a project team (freelance developers), rolling out an Agile method, production runs and tests, continuing development, monitoring costs and deadlines, client invoicing and reporting
- Implementing a hosting platform for our clients, and operational maintenance of company infrastructure including around 20 servers (55 % of sales revenue)
- Related projects such as website creation including organic SEO indexing and SEA campaigns
- Finance, administrative and HR management: managing an operating account, recruiting contractors

2007 > 2012 **Support & Network Manager** > KEYYO > Telecoms services operator dedicated to SMEs > 50 employees > Clichy

- Technical support in repositioning the company towards B2B > Reinforcing resilience through increasing the internet capacity tenfold and the attendance ratio
 - Diversifying IT partners (developers and operators) on DSL technology, fibre optics, broadband, intermediate networks (backbone and backhaul)
 - Managing level 3 support on VoIP problems: leading technicians, managing interconnection telecoms an IP in terms of service continuity, significant improvement in the capacity to monitor and anticipate incidents

2003 > 2007 **Support Supervisor** > CLUB-INTERNET / T-ONLINE France (purchased by SFR) > Start-up created by the Lagardère group, pioneer in the world of internet suppliers > 500 employees > Paris

- Organising level 2 support and continuing improvement in the quality delivered to our clients
 - recruiting and managing 20 technicians: defining quality goals, training and skill improvement of employees, daily debriefing
 - Developing the search and collecting tool, working with the technical operations team, participating in the steering committee
- Creating and managing the "Abuse" cell in charge of managing third-party operator and/or judicial or administrative authority complaints

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- 2002 > 2003 **Network Engineer** > TOTEM MEDIA > Multimedia software company > 30 employees > Vélizy, France
- Operational maintenance of a private data centre and network interconnections (Linux and FreeBSD)
 - Implementing an infrastructure monitoring tool, automating production runs
- 2000 > 2002 **Technical Director / CTO** > SOFTVIANET Ltd > Software eCommerce, 5 employees > London, UK
- Creating an e-commerce site for software sales from front-end to back-end: recruiting the technical team, negotiating with contractors, supervising web development
 - Installing the IP and telecoms networks, server administration > Participating in Excoms on strategy
- 1998 > 2000 **Support Technician** > CLUB-INTERNET > Paris

➤ Certifications > diplomas > skills

- Certifications Professional Level 1 Scrum Master > Scrum.org (2018)
Functional Analysis via UML > Openclassrooms (2014)
BrainBench PHP4 Programmer & Linux Administration (2005)
- 2014 Product management training: Waterfall model (V model) > MOOC > École centrale de Lille
- 2012 Diploma: Senior Technician in IT Networks and Telecommunications, under lev. 3 of the French national qualifications framework > validated due to professional experience > Afpa, Créteil
- 2004 > 2006 Diploma in higher technical studies (DEST) information system, 2 years > Cnam, Paris
- Systems Windows 2016, Linux (Debian/Ubuntu/CentOS), FreeBSD, Windows server > Embedded: Raspberry pi, Arduino
- Networks LAN/WAN/MAN > IP telecoms: Backbone, Backhaul, Customer Edge > Fixed: SS7/TDM > Mobile: 3G/4G
- Languages Golang, Python, Shell (bash, zsh), SQL, PHP > Development/Project: Jira/ Atlassian, Trello, Slack, Toggl, Jetbrains
- Infrastructures Avaya, Cisco, Juniper, OVH, Scaleway, AWS, Azure, GCE
- ERP/CRM Dolibarr (advanced)
- Models Agile Scrum, Lean, DevOps, UML, XP Programming

➤ Languages > networking > status

- English Professional: residence in London for 2 years (2000-2002)
- Networking Subscribed to the "April" network, promoting open source software, and to "Quadrature du net": defending the rights and liberties of citizens on the internet
Co-founder of the "Internet et La France" association in 1996
- Sports/leisure Taekwondo (former regional competitor), ice skating (former competitor), tennis, skiing, surfing > Photography, piano
- Status Married > 40 years old > Nationality: French > Travel: Hérault