

# LAURENT JAFFORY

Chicago, Illinois

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## SUMMARY

A process improvement-minded and systems driven **SENIOR INFORMATION TECHNOLOGY MANAGER** with an extensive background in change management, analytics and action planning, project management (coordination/prioritization) and incident management. Adept at behavior-driven development, optimizing efficiencies. Effectively innovates technical solutions to mitigate risks and streamline processes to realize business strategy.

## SKILLS

**IT:** Microsoft Windows Server and Workstation; Active Directory; SCCM; Linux; Mac OSX; VMware; Hyper-V; Google Gsuite & Gmail; Backup and Recovery; Network; Storage, Telecom; Security

**Management:** Recruiting; Training of employees in business; Defining individual objectives; Budget management.

**Languages:** Fluent in **French** and **English**.

## EXPERIENCE

**JARDILAND**, Paris, France

**Deputy Chief Information Officer**, March 2017 – June 2018

- Oversaw production, operation, coordination, and management of IT units, supplier management, and computer evolution
- Outsourced unit technical support
- Migrated MPLS network from SFR to ORANGE (Data and VoIP)
- Looked for new IT partners/providers
- Conception of organizational and technical solutions - Asset Management: Infrastructure management, licenses, contracts
- ITIL Implementation / process optimization and service catalog, SLA / OLA.
- ITSM / ITAM: Implementation / Migration / Evolution of Service Management Software.
- Software Asset Management (SAM): Optimization of contracts, implementation of best practices and reporting.

**MONOPRIX GROUP**, Paris, France

**Head of Computer Expertise, Network and Telecom**, June 2014 – March 2017

- Oversaw team of 11 employees
- Coordinated and managed IT units
- Headed the management (units, headquarters, and logistical sites) of Microsoft infrastructure and workstations, network and telecom, technical expertise, ASSET management, and provided Level 3 support
- Opened 49 units in 2015
- Streamlined computing system logistics
  - Implemented hardware storage outsourcing
  - Efficiently managed unit equipment (registers, etc.) storage for storage
  - Prepared and deployed logistic processes
  - Reduced costs by approximately 120k€ within six months' time in 2015 as well as time to deployment

**ROCHE BOBOIS GROUP**, Paris, France

**Systems and Networks Manager**, October 2004 – June 2014

- Managed 102 multi-brand sites in France and internationally (shops, warehouses, headquarters) for 1,600 users, including VPN network site interconnections, IT and telecom site monitoring for opening of sales points, and deployment of customer counting solution
- Set up inventory tools for stores, up-and-running from Day 1 through anticipation of uses and excellent coordination of providers
- Improved infrastructure, revamped storage and virtualization system (Dell and VMware) by building safe and efficient solution, better control of developments, and realizing short-and medium-term savings
- Oversaw and set up deployment of new ERP
- Put together collaborative work solution via company intranet to provide access to information and ease work of remote coworkers/units; managed implementation of 3D design tool, and provided solution for BtoC sales team
- Hired and trained new team members, wrote job descriptions according to project needs

## EDUCATION

IGS Group, Paris, France

**Master's degree in Systems, Networks, and Database Administrator, Management IT**, 2006

**BTEC HND, Senior Computer Maintenance and Networks**, 2004

CCIP, Paris, France

**Professional Bachelor's degree in Network and Telecommunications**, 2002

## TRAINING

**Certification ITIL Foundation V3**, Paris, France, 2008

**Advanced Level English**, EF International Language School, Chicago, Illinois, 2018