Odile Barbazan-Lobry

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**IT DIRECTOR / AGILE-SCRUM MASTER & COACH / PMP-CSM INSTRUCTOR**

A bi-lingual Sr IT Manager (English & French) with a solid history of designing and re-engineering key business processes in a broad variety of organizations. Successful background of building productive teams and managing enterprise-wide packaged or customized conversions, upgrades, implementations, and integrations. Especially skillful in analyzing problems and opportunities, designing cost-effective solutions, marshalling internal and external resources, and implementing those solutions exceeding requirements and expectations whether it is in Waterfall or (Scaled) Agile environments.

**Extensive professional skills and experience, including:**

* Improving Processes, Procedures & Productivity
* Hiring, Training, Coaching & Team-Building (up to 50+)
* Controlling Large Expense Budgets (up to $15M)
* Managing Global Project Teams (US, EMEA & APAC)
* Solving Complex Business Problems
* Communicating with C-levels.
* Implementing Full Life-Cycle Software
* Managing Change Process
* Managing Clients’ Relationship & Satisfaction
* Managing Outsourced/Off-Shore Resources & Vendors
* Cutting Costs & Boosting Profits
* Assisting Sales w prototypes/PoC/demos

**Technical proficiency**: Microsoft Office Tools, O365, Sharepoint, Primavera, Mergers & Acquisitions Integrations, ERP software (Oracle, PeopleSoft, SAP), CRM software (NetSuite, Salesforce), Business Rules Software (Ilog), HCM software (SAP SuccessFactors), Big Data software (PROS), Agile/Scrum software,(Jira, VersionOne), StratEx (i-nexus). MES, LMS (Blackbaud, Moodle), SaaS and Cloud implementations.

**Functional proficiency:** PMO, Finance, Banking, Insurance, Healthcare, Pharma, Telecom, Transportation, Retailing, 24/7/365 Help Desk, Data Warehousing, e-commerce, Education, Manufacturing, Automotive, Airline, Global Hospitality, HR, M&A.

**Personal proficiency:** Adaptability, flexibility, accountability, reliability, availability, self-starter, fast-learner, open-minded, good mediator, conflict/problem solver, good listener and team builder.

### Professional Background

**IT Director –** Fareva, Chicago, IL 2019 - Present

*Pharmaceuticals, API, cosmetics, industrial and homecare Manufacturing– 12,000+ employees.*

* Participated to the Leadership Team: Drove the IT transformation after Fareva acquisition of Morton Grove plant (SAP, Infrastructure). Provided IT Leadership partnering with the Business. Identified and set new technology opportunities and technical direction for the facility. Served as an advocate between the Business and Global IT. Lead local PMO and collaborated with the Corporate one. Directly reported to the VP of Technologies.
* Managed IT services and customer satisfaction: Acted as the primary point of contact for local IT projects and support. Oversaw the help-desk and all on-site services for locally maintained IT infrastructure, hardware and applications. Was accountable for project’s roadmaps, tasks, milestones, and deadlines including requirements gathering, testing and change management. Ensured timeliness and quality of the deliverables.
* Managed the local IT Support and Development Team: Supervised local IT Professionals including team building, performance management, career development, training, and salary planning.
* Ensured internal controls and business continuity: Made sure the facility is in compliance with the standard and system security policies set by Global IT. Maintained policies, procedures and processes documentation. Oversaw business continuity and disaster preparedness including the IT disaster recovery plan.
* Was financially responsible for IT Opex and Capex: Conducted planning and analysis of IT needs collaborating with the Business. Managed yearly budget forecasts. Tracked and monitors IT running costs. Coordinated procurement and management of IT assets. Researched and selects IT vendors. Managed IT vendors contracts, and enforced SLAs.

**Sr IT Manager, Operational Excellence –** Molex, Chicago, IL 2017 to 2018

*Electronics Manufacturing– 40,000 employees.*

* Successfully managed to deliver on-time the worldwide-Cloud implementation of i-nexus, a Strategy Execution software, for the Global Lean Six Sigma (GLSS) community (2500+ users), which was left in jeopardy and was four months behind schedule.
* Designed five project templates: Lean Six Sigma, DMAIC, PMP, Agile, and Value Stream Design.
* Trained and assisted users to cope with the change generated by PowerSteering software retirement.
* Managed vendor relationship regarding scope, requirements, timeline, budget, and risks.
* Introduced some Agile concepts and culture in the Operational Excellence Team. Acted as a mentor.
* Collaborated with the PMO Dept to develop some best practices. Developed some template and training documents.
* Directly reported to the VP of Operational Excellence.

**Sr IT Portfolio Manager/Agile Coach, Professional Services –** Aasonn/Rizing, Chicago, IL 2014 to 2016

*SAP Platinum Partner, SuccessFactors HCM Software Consulting Company – 2000 employees.*

* Conducted the reconstruction of the Integration Team during some very difficult times where projects were all in escalation (delays, over-budget, poor quality) facing skyrocketing clients' dissatisfaction. Within 9 months, managed to resolve all escalations, saving some paramount client accounts (**Coca Cola, Hyatt, UnderArmour, XPO Logistics**), and was able to restore clients' confidence and satisfaction. Directly reported to the VP of Technology.
* Lead transition of accounts management from the Sales to the PS Team, and assigned resources to projects. Managed a portfolio of 120 projects: Integrations from/to SAP and SAP SuccessFactor with other software such as ADP Payroll, Workday, Paycom, BenefitFocus, Kronos, Active Directory, GSI or Sterling Background Check, PeopleSoft, JD Edwards, ByDesign, NetSuite, Fidelity Stock and 401K, Concur, AON… Was a key asset for Project Managers having to deliver integrations, assisting them to develop their roadmaps, participating to clients’ meetings, and removing all impediments.
* Lead the Agile transformation of the Integration Team, coaching and mentoring Team members to Scrum principles, concepts and culture. Improved processes, procedures, and performances of the Integration Team. Implemented Jira, and taught the Integration Team how to use it.
* Participated to the PMO helping to define and maintain standards for project management within the organization.
* Interfaced with the Offshore Indian Team Management making sure that all projects were delivered on-time and on-budget with a very high-quality level.

**Adjunct PMP and CSM Instructor –** Northwestern University, Chicago, IL 2012 to 2018

*Non-profit, Education for undergraduates to professionals. 21,000 students and 3,300+ faculty members.*

* Taught PMI PMP and Scrum Alliance CSM certified classes for the School of Professional Studies.

**IT Director/Agile Coach –** The French International School of Chicago, Chicago, IL 2010 to 2014

Lycée Français de Chicago *- K-12 non for profit International School. 750+ students and 150 faculty members.*

* Acted as a servant leader facilitating day-to-day work for a Scrum Team in charge of all IT aspects from 1st to 12th grade, including the needs of the teaching and administrative staff: Virtual learning environment (Blackboard) Website; Networks & Security; Interactive whiteboards, Educational software; PCs, Laptops & Printers; ERP software (SAP).
* Worked with 3 product owners (primary, middle, and high school) analyzing requirements and translating them into user stories and prioritized backlogs to build standards, improve processes and productivity mainly based on Microsoft technology and products.
* Coached a Scrum team of 11 defining and implementing IT architecture, providing technical support services, performing hardware/software upgrades/migrations, and user administration tasks.
* Performed in-depth systems analysis, recognizing problems, and solving technical issues using Agile, Scrum and Kanban methodologies. Remained up-to-date regarding relevant technology issues and advances.
* Directly reported to the CEO.

**IT Director/PMO Director, Professional Services** – ILOG/IBM, Chicago, IL and Paris, France 2006 to 2010

*IT software editor, part of IBM Group.*

Transferred from France in January 2008 to manage U.S. Fortune 500 accounts including **United Airlines, The Joint Commission, the College of American Pathologists, Quest Diagnostics, Fidelity Investments, Liberty Mutual, Allstate, and Citigroup**.

* Created and implemented the Ilog PMO Dept and standards improving the efficiency of the Professional Services Dept by 23% over 2 years.
* Managed the development of a price scaling prototype of homeopathic products involving more than 10,000 different base ingredients and 50,000 different formulas for **Laboratories Boiron** (pharmaceutical). Achieved client confidence, demonstrating that JRules was the right product fitting their needs, generating a first contract of $2M.
* Directed the development of a credit scoring application for **Société Générale - Franfinance** (financial services). Established that JRules was the best of four competing solutions for the client’s needs, securing with the assistance of Ilog sales force a licensing contract of $3M.
* Supervised the development of sales force bonuses/commissions calculation application for **BNP-PA** (financial services) over two years. Decreased the calculation errors by 22%, saving BNP-PA an average of $600/700M per year and accelerating commission's payments by 6 months -- improving sales force satisfaction.
* Developed a strong relationship with Dutch client **ABP** (pension fund administration), based on in-depth knowledge of Dutch culture and business practices facing competitors such as Oracle, SAP, JD Edward.
* Coordinated the design of an insurance scoring prototype for **AXA** (insurance). Convinced this client that JRules was the appropriate solution for their needs, achieving with the help of Ilog sales force a first national licensing contract of $5M.
* Analyzed all blocking issues and built a step-by-step project plan to move a 3-year stalled project into production in 4 months for **The Joint Commission** (healthcare). Rebuilt the customer relationship (preventing a law suit) and sold $0.5M of immediate Professional Services assistance and training.

**IT Program Manager, Professional Services** – Capgemini Ernst & Young, Paris, France 1999 to 2005

*“Big 5” IT software consulting company with 65,000 employees worldwide serving Fortune 500 companies.*

Led on-site teams and managed interactions with Capgemini and client executive staff; supervised multi-million and multi-year projects with up to 50 team leaders, architects, business analysts and developers.

* Developed with **Dutchtone** (telecom) a relocation program for team-mates to be able to feel comfortable living as expatriates in the Netherlands. Gained an outstanding managerial reputation at CapGemini.
* Directed a team of 50 expatriates in the Netherlands for Dutchtone start-up. Developed the complete billing, customer care, help desk, data warehouse and intranet/extranet applications, tailoring software to the client's needs in a fast-paced environment. Delivered on-time and on-budget bi-monthly fixed-priced change request releases over a 2 years period. Cut time-to-market seasonal plan cycles by half, boosting sales by 20%.
* Coordinated Euro migration for **Mobistar** (telecom) in Belgium in a highly eclectic IT environment, including 50 software and 30 hardware suppliers. Analyzed cross-functional projects and integrated business, organizational and technical requirements. Exhibited strong collaboration and negotiation skills to develop bridges between stakeholders. Facilitated communication and resolution of all major issues, avoiding conflicts of interest. Delivered on-time and under-budget migration.
* Implemented a 24/7 on-site and on-call support for Dutchtone and **Bouygues Telecom**. Reduced software and hardware failure by 80% for Dutchtone and by 20% for Bouygues Telecom.
* Re-established optimism and motivation for a 30-person team left in chaos after premature departure of the Program Manager at Bouygues Telecom. Saved CapGemini’s credibility and re-built client's confidence.

#### Education

**MBA, International Executive Master in Management, Purdue University**, West Lafayette IN.

**Engineer Degree** in **Computer Engineering**, Conservatoire National des Arts et Métiers, Paris, France.

**Master of Science** (MIAGE) in **Computer Sciences**, Université Paris – Dauphine, Paris, France.

#### Certifications

**Preparing SalesForce Administrator and Developer.**

**Scaled Agile SAFe Agilist 4.5** (SA #16087908-0817).

**Scrum Alliance Certified Scrum Professional** (CSP #357526).

**Scrum Alliance Certified Scrum Master** (CSM #357526).

**Scrum Alliance Certified Product Owner** (CSPO #357526).

**PMI Agile Certified Practitioner** (PMI-ACP #1696696).

**PMI Project Management Professional** (PMP #1407925).

**ITIL v3 Certification** (#9980018050244989).

#### Associations & Community Services

Over 30 years of service for the Rotary Club (www.rotary.org)*.*

American Red Cross Instructor for First Aid CPR, EAD for Adult, child and Infant ([www.redcross.org](file:///V:\www.redcross.org)).

Board Member and volunteer Professional Ski Instructor of America for the American Blind Skiing Foundation ([www.absf.org](http://www.absf.org)).

Board member, visually impaired liaison, of the Chicago Metropolitan Ski Council ([www.skicmsc.com](file:///N:\Saved\www.skicmsc.com)).

Volunteer Ski Patrol at Four Lakes ([www.fourlakesskipatrol.com](http://www.fourlakesskipatrol.com))