

Arnaud Bonneville

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Senior Program Director

Autonomous, thorough and diplomatic, I am searching for a contractor or employee position in a global corporation to lead international IT programs in close relationship to the CIO or the CTO.

Skills

IT process improvement - ITIL - ITSM

- ITIL v2 certified in 2005, ITIL v3 in 2009
- Management of Change within IT organizations
- Internal and external communication, IT process evangelist, training
- Definition of Process and work instructions
- Definition of Key performance indicators
- Incident Management expertise - service desk improvement
- Request Management expertise - online IT service catalog, request fulfillment industrialization
- Configuration Management expertise - CMDB implementation, CMDB data modeling
- Change and Release Management expertise - industrialization, RFC templates
- Service Level Management expertise - SLA definition, measurement and continuous service improvement

Program Management

- PMP certified since 2005, certification renewed in 2008.
- Project portfolio management, organization, communication, motivation and animation
- Program initiation: opportunity study, project P&L evaluation, functional specifications, supplier sourcing event organization, supplier solicitation and selection - RFI-RFP, contract negotiation, project charters definition
- Planning: WBS definition, top-down and bottom-up activity estimating, project plan definition
- Execution: project communication, project performance evaluation, escalation and crisis management, project team development
- Control: project reviews, cost and time follow-up, earned value management, risk portfolio management, change management, stakeholder management
- Closing: contract closure, lessons learned
- Project methodology framework definition, project manager training, PMP coaching, PMO setup

Information Systems

- Information systems audit
- IT information systems
- Data modeling - UML, Merise

Tool and language expertise

- Expert and trainer on office tools, Excel, Project, Access, VBA and macros
- SQL language on Oracle, SQL server, MySQL

Education and Languages

- 1998 – Master of Business Administration at EM Strasbourg
- 1996 – Political Science Graduate, Economics and Finance section at IEP Strasbourg
- English fluent – since 2004 all my projects have been international and conducted in English
- German university level

Experience records

Since September 2011: IT Infrastructure Management Service Designer, Steria Group

- Within group Infrastructure Management, marketing, technical and commercial analysis in order to set up new IT infrastructure services that will be offered to Steria customers.
- Business model definition, service catalogs, sales and marketing tools setup. Internal and external promotion of new services.

2011: Assistant to the CIO of Alcatel-Lucent

- Working directly with the CIO, follow-up of activities launched internally or with IT suppliers
- Projects scoping, executive summaries preparation, internal and external communication

2009-2010: Manager of a cross-functional IT transformation program at Alcatel-Lucent

- Program Management of the process and tools transformation program of Alcatel-Lucent IT, as part of the IT outsourcing deal signed with HP in 2009.
 - Worldwide roll-out of HP Service Manager covering 11 ITIL processes
 - New IT portal for the 85,000 employees including a 2,000 IT service catalog
 - IT governance reporting creation to control HP
 - Consumption-based invoicing of HP services based on 85 Resource Units.I manage 11 projects and a team of 15 project managers within Alcatel-Lucent in Europe and North America, dealing with a team of 50 people at HP.
- Contribution to contract negotiation with HP: statements of work covering ITIL processes, service desk, end user services and related IT transformation projects. Definition of Resource Unit volume baselines for Data Center, Network and End User Computing, participation to financial discussions.
- Management of a true up mission in order to reevaluate resource unit volumes and refine their definitions. Follow up of subject matter expert team at Alcatel-Lucent, negotiations with HP, financial simulations, executive summaries preparation, communication with IT leadership team.

2008-2009: Manager of the IT Service Desk improvement program at Alcatel-Lucent

- Identification of continuous service improvement targets, implementation of about forty initiatives to improve service quality and end-user satisfaction.
- Communication activities and training of 900 IT staff members in France, the US, Canada, Brazil, Poland and India.

2007-2010: ITSM consulting activities

- ITIL consultant for Italcementi in 2010, Bergamo, Italy
- CMDB consultant for BNP Paribas in 2009, Paris, France
- Asset Management consultant for Lilly in 2008, Strasbourg, France
- Spokesperson and leader of a workshop on CMDB implementation at ITIL 2007 in Paris, France
- White paper author on guidelines to implement configuration management and CMDBs.

2000-2008: IT project manager at Alcatel then Alcatel-Lucent

- Management of IT Process and tool improvement and industrialization projects
 - 2006-2008 - process and tool convergence projects following the merger with Lucent
 - 2005-2006 - definition and implementation of Configuration Management and 1st Alcatel CMDB
 - 2004-2005 - refresh of 30,000 PCs in Europe with HP
 - 2002-2003 - Asset Management process and tools definition and implementation
 - 2001 - implementation of an IT request self-service tool with Peregrine
 - 2000 - improvement of IT hardware supply chain and lead times with Bull

1995-2010: Managing Director of Séa Informatique then Baccou Bonneville

- The company employed up to 8 people, working on software development and network engineering projects. Since 2000 the company has been focusing on consulting activities.
- Accounting and financial management of the company.

Other activities

- Rollerblading, cycling, comic books
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