

# Jean-Frederic LOISEAU

46 years old  
French Nationality  
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Updated resume available at <http://www.mycvforyou.com>

## Main skills

- People Management (140+ people).
- International Project & Program Management, Team Management for SW Localization, R&D, Documentation, Web Content Creation, Web Dev, Web Validation/Monitoring, Reporting, IS Support.
- Engineering, Web/eCommerce and Factory processes, Infrastructure.
- Product developments & support in realtime crucial business (eBusiness, Terminal transactions, Online and mobile payments).
- Very flexible and adaptative mindset, Stable and Motivated.
- Ability to optimize and improve existing processes.
- Large creativity abilities bringing new methods and businesses.
- Use to work in large and complex environments
- Multicultural mindset. Spent a lot of time travelling and working with in countries like U.S., Japan, South Korea, Singapore, Brazil, Chile, South Africa, Sweden, Germany, Netherlands, United Kingdom, etc.

## Experience

### BioClinic – Program Coordinator/Developer/Business Consultant

2015-Now: Took a year & half off to helped my wife to build her own business in Alternative Medecines. Purpose of that new business is to launch a certification on food coming from local farmers, and ensure the nutriment quality to customers. When cetified, farmers can sell their products via the BioClinic plateforme.

Business case development, technical e-Business plateforme development, parnter and suppliers management, funding negotiations, complete program and sub-projects coordination.

### Atos Wolrdline - IT Director - Head of Merchant Services

2012-2015: **IT Director** - Head of all Terminal application developments deployed in large accounts (Carrefour, Colruyt, Delhaize, etc) and Mass Market (all small and medium merchants). Development of new payment schemes support, value added services and new functionalites (hardware as software support). Maintenance 3rd line of the business and end customers. Certifications management (Acquiris, VISA, Mastercard, etc).

Developments and support of all companies website (eBusiness, online support, Corporate, linked to applications), new market applications (ADV (Advertisement on terminals, VBK - Customer survey on terminals, and many others), Doccle - major Document Management used for end customers billing by Acerta, Telenet, CM and other partners.

Support and development of all Business Intelligence activities (Business Objects & Webfocus), ERP (Oracle & SAP), CRM (Oracle)

Team Management of 140+ people (Internals, Externals, Offshoring, Inshoring, Nearshore) in 5 major teams (Project Management, Offer Management, Terminal Services, VAS/BI/ERP/CRM, Operational Support)

Deployment of new tools (clarity, workbench, etc), alignment in processes and methodologies (Prince2) in order to optimize deliveries, quality and time to market

**Delivering products and services to Internal users, External partners and end customers that need to support billions of yearly transactions in realtime in a crucial market.**

### **T.D. Williamson – IT Manager**

**2009-2012: IT Manager**– Head of the IT Department for Europe, Africa, Middle-East and Asia. In charge of IT Business Applications and Infrastructure development & support.

Responsible for the strategy definition, implementation and support of all ERP across the company (Dynamics AX, Baan IV), IT Engineering development (CAD with NX, Pro-Engineering), PLM & PDM (TeamCenter, Octopus), Business Processflow integration (EtQ), Financial Application Support (TM1), Global Service Resource Scheduling (GSRS from Hitachi), CRM (MS+CRM, Salesforce, SuperOffice).

**Implementation of AX in one of the biggest manufacturing plan of the company (India), Jabel Ali, Thailand, Singapore, Indonesia and Australia.  
Creation of a new service company in France.**

### **Gartner – Quality Audit Expert**

**2008-2009: Quality Audit Expert** – Proceed to projects and programs auditing. Identify strengths and weaknesses within the processes, organization, budget management, risk management, people management, testing management, development management, etc...

Identify critical risks and propose alternatives and solutions to mitigate or solve issues. Propose improvement areas and help with the implementation of these solutions.

**Audits achieved for customers like large Bank/Insurance Companies, etc**

### **Fortis – Fortis Insurance Belgium - Division Manager**

**2006-2008: Division Manager** - Head of the Software Factory. In charge of developing a SW Factory within IS FIB, handling the Migration and Sourcing programs.

Due to technology shifts, the need to migrate the whole application landscape from VB 6.0 to .NET/Java/Cobol becomes a high priority in order to ensure the business continuity. To support this huge effort, developing an outsourcing strategy is therefore necessary in coordination with the new Software Factory mission. The Software Factory being designed to deliver .NET/Java developments, Testing capabilities and Competence Centers supports (Frameworks, Migration, etc). Usage of Prince2 and CMMI2 & 3

### **Getronics - Deloitte - Program Manager**

**2006: Program Manager**, responsible to recover Deloitte's project situation (New Intranet Development for the whole company based on Sharepoint technologies). Taking over a project. Dealing directly with customers, end-users, handling development team/planning/risks and budget management.

**Achievements:** Project recovered on target and quality. Financial aspects in green, team motivation changed and resource leveling adapted. Customer satisfaction inverted with requests for new developments. Usage of Prince 2 and CMMI3

### **Volvo – Construction Equipment - IT Director**

**2003-2006: Marketing Systems Director**, in charge of all developments and marketing systems implementation. Worldwide eBusiness, Extranet and Dealer Management Systems responsible, Chief Information Officer (CIO) for Marketing Systems & Processes (Sales to Order, Delivery to Repurchase).

**Achievements:** International responsibilities for Systems strategies, developments and implementation. Distribution channels support with Dealer Management Systems (Quipware & Irium).

VolvoCE.com / Regional Market sites / Extranet (Volvo Dealer Network) / Dealer Sites development and implementation. eBusiness based on Microsoft .NET technologies. Sales to Order application's development based on SAP technologies (BW 3.5). Usage of Prince 2.

### **JobPassport - IT Director**

**2001-2003: IT Director**, in charge of all developments and infrastructure implementation. Users and partners interface creation. E-Business engine and portal development.

**Achievements:** International Project Management, Partners and Service Providers coordination, creation from scratch of the e-Business engine, the B2B system, the Product Creation interface, and the Databases management. Optimization of development of processes and quality.

### **SONY e-Solutions, Europe - General Manager**

**2000-2001: General Manager** in charge of the Information Management group, inside e-Solutions Europe. Managing all Web developments, Web Validation/Monitoring, Web/Content creation, European Content Management System implementation, European Product Database Coordination, European Customer Database/eCRM creation, European Business Units and Sales Companies Web Sites, e-Commerce Web site, Sony Community Portal, Global Content Localization, Technical Customer Interface, P&L Management.

**Achievements:** International Project Management, Partners and Supplier coordination, Recovery/Improvement of existing e-Commerce engine for Christmas period leading to sales increase (x3).

Cost Control/Reduction. Optimization of Processes. 3rd Parties Cost/Quality control. Localization and data publishing process flow. Maximum of automation in Back Office, Supply Chain systems. Systems/Web Development Quality Control. Web Monitoring. Project Management. e-CRM development.

### **Sony Information Technology, Europe - Manager**

1999-2000: **Manager** of the Software & Documentation Department of ITE (Information Technology Europe). In charge of all software development, software localization, creation of Documentation, Documentation localization and Software Integration. Also in charge of Factory Support, P&L Management.

Achievements: International Project Management, Partners and Supplier coordination, Improvement of Localization and data publishing process flow. Maximum of automation in Software Localization and Documentation processes. The department has got an impressive capacity to absorb and afford very short schedule, and very huge workload at same time.

### **Sony Information Technology, Europe - Manager**

September 1997-1999: **Manager** of the Core of Software Team of ITE (Information Technology Europe). In charge of the Software adaptation of VAIO Notebooks for European markets. Team builds from scratch. This team is in charge of the Software Integration, and Software Development.

Achievements: International Project Management, Partners and Supplier coordination, Improvement of existing worldwide processes. Implementation of full Automation in all process flows. Development of powerful tools used worldwide on all VAIO Notebooks. Multiplication of production capacity by 10. Implementation of a unique Independent Language System used in all production steps.

### **SONY France, France - Development Responsible**

January 1997-September 1997: **Internet Development Responsible**. Creation and implementation of the SONY FRANCE Internet web site. Development in Dynamic HTML, HTML, JavaScript, Java. Project coordination, management of the human and technical elements.

Achievements: Gathering of all Department Information, Creation from scratch with an European coordination. Implementation and development of the first Sony France web site. First multimedia European Sony web site. Technical and user interface development.

### **SONY France, France - Senior Software Developer**

1995-1996: **Senior Software Developer**. Creation of a CD-ROM for SONY Columbia/SONY Music/SONY FRANCE for the CyberMagic exhibition. Development of a Minitel Emulator for the SONY MAGIC LINK product.

Achievements: Developments from scratch. Adaptation of MAGIC LINK product to French market. Video and sound management in Sony studio, with some actors, in order to include innovative multimedia capabilities inside the CyberMagic CD-ROM.

### **Conforama Evry, France - Salesman**

1993-1994: **Salesman** for computers, peripherals and domestic appliances.

Achievements: Application of technical knowledge in an end-user environment. Direct contact with consumers. Learning of business and marketing techniques to sell. Result: Increase of sells in all sections, volume of computers sold multiplied by 3 compare to previous years.

## Education

- Management Center Europe – Mastering The Art Of Effective Communication – 2004
- Business Driven Leadership – Volvo Sweden - 2003
- Integrated Project Systems -Project Management Program – San Diego – USA 1998
- Diploma « Expert in Computer Engineering » with specialization « Systems & Networks » - Thesis: “Real-Time Processes Migrations under UNIX NetBSD”, 1997. 3rd year, E.P.I.T.A. (Ecole pour l'Informatique & les Techniques Avancées)
- 1st and 2nd year, E.P.I.T.A. - section « Systems & Networks », 1995-1996.
- INFO SUP and INFO SPE, E.P.I.T.A. - specialization « multimedia », 1993-1994
- Baccalaureat, C section (Mathematics & Physics), 1992
- Languages: French (Native), English (Fluent), Dutch (Notions)