LAURENT JAFFORY

Informaton Technology Manager

`Autonomy`

`Diplomacy`

`Leadership`

`Adaptability`

in LinkedIn

✉ laurent@jaffory.com

📱 FR: +33 649 993 796 US: +1 312 766 4660

📍 France

INTERNATIONAL MOBILITY

A strong expertise of more than 15 years in IT project management, change management, analytics, action planning, and incident management.
Accomplished in the fields of behavior-driven development, optimizing efficiencies.
Effectively innovate technical solutions to mitigate risks and streamline processes to realize business strategy.
Strong skills focused on process and system improvement.

💼 EXPERIENCES

Information Technology Manager
AmRest - Since August 2020 - Full-time

- AmRest (American Restaurant) is the European leader in the restaurant industry with more than 45500 employees. It currently operates nearly 2550 restaurants with 10 brands in 25 countries.
- Oversee all the IT store area for 3 brands (KFC, Pizza Hut, Sushi-Shop). Guarantying that all the applications on the stores are running properly and manage all POS topics.
- Project management leading.
- Process improvement.
- Change management.
- Technical expertise.
- Technical support improvement.

Information Technology Consultant
Paris - December 2018 to September 2019 - Freelancer

- Contribution to the implementation of reliable and efficient IT services.
- Innovation advice to support the needs of business divisions, users and clients.

Sojourn in Chicago
Chicago - July 2018 to October 2018 - Chicago - United States - Illinois

- Immersed myself into US culture by spending four months in Chicago.
- Completed the EFSET Advanced Level English Certificate at the EF International Language School.

Deputy Chief Information Officer
JARDILAND (InVivo Group) - March 2017 to June 2018 - Full-time - Paris - France

- European leader in pets and gardening, 214 stores, 2700 employees, $600M a turnover 2017.
- Oversaw a team of 8 employees including 5 in direct report.
- Improved production, operation, coordination, and management of IT units, supplier management, and computer evolution.
- Optimized help-desk by outsourcing technical support
- Migrated MPLS network from SFR to ORANGE (Data and VoIP)
- Looked for new IT partners/providers (Quality of service improved and decrease deadlines)
- 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.

📋 SKILLS

Languages

- French: native ★★★★★
- English: fluent ★★★☆☆

Management

- Recruting.
- Integration of new employees.
- Training of employees in business.
- Defining individual objectives.
- Facilitating and motivating the team.
- Budget Management (forecasting and monitoring).
- Preparation of workload.
- Conduct of change.

IT Governance

- Definition of the information technology strategy.
- Information Systems Management Committee.
- Outsourcing and securing data.
- Management of infrastructure developments.
- Negotiation of services providers purchases.
- Data backup and restoration.
- Crisis and Incident management.
- Active Technology Watch.

Project Management

- Identification of IT and business needs.
- Preparation of the specifications.
- Deployment monitoring and testing.
- Debrief for adjustment and improvement.
- Project risk management.
- Production start-up and launch.
- Design of training and animations.

Information Technology

- Microsoft Windows (Server & Workstation)
- Microsoft Office 365
- VMWare
- MS Hyper-V
- Microsoft SQL Server
- Mac OS
- Linux
- VPN
- Microsoft AZURE
- Google Gsuite

Head of Computer Expertise, Network and Telecom

MONOPRIX Group - June 2014 to March 2017 - Full-time - Paris - France

- Major French retail chain (groceries, clothing), 740 stores, 21000 employees, $4.3 billion a turnover 2016.
- Oversaw a team of 11 employees in direct report.
- 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 new supermarkets in 2015.
- Streamlined computing system logistics:
  o Implemented hardware storage outsourcing.
  o Efficiently managed unit equipment (registers, etc.) storage for storage.
  o Prepared and deployed logistic processes.
  o Reduced costs by approximately 120k€ within six months' time in 2015 as well as time to rollout.

Systems and Networks Manager

ROCHE - BOBOIS Group - October 2004 to June 2014 - Full-time - Paris - France

- World leader in high-end design furniture, 330 stores, 2000 employees, $500M a turnover 2013
- Oversaw 2 employees both in direct report.
- Managed 102 multi-brand sites in France and internationally (shops, warehouses, headquarters) for 1,600 users, including
  Virtual Private Network site interconnections, IT and telecom site monitoring for opening of sales points, and rolled out the 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
  solutions, better control of developments, and reached short-and long-term savings.
- Implemented a new Enterprise Resource Planning.
- Put together collaborative work solution via company intranet to provide access to information and improve work quality of remote coworkers/units; managed implementation of 3D design tool, and provided solution for the sales team.
- Hired and trained new team members, wrote job descriptions according to project needs.
- Managing the implementation of a 3D design tool: http://3dstudio.roche-bobois.com

EDUCATION

DevOps Foundation
SKILLS4ALL
2020

EFSET
EF INTERNATIONAL LANGUAGE SCHOOL, CHICAGO, ILLINOIS
July 2018 to October 2018

Advanced Level English, C1 Certificate.

ITIL Foundation V3
2008

Master's degree
IGS GROUP
2004 to 2006

Systems, Networks, and Database Administrator, Management IT

BTEC HND
IGS GROUP
2002 to 2004

Senior Computer Maintenance and Networks

Professional Bachelor's degree
CCIP, PARIS
2000 to 2002

Network and Telecommunications

INTERESTS

Sports
- Competitive soccer for 10 years old
- Tennis for 3 years