

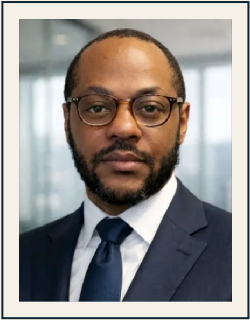
Operate. Connect. *Improve.*

IT Operations & Technology Transformation Leader

SERVICE MANAGEMENT · IDENTITY & ACCESS · GOVERNANCE · AUTOMATION · OPERATIONAL INTELLIGENCE

Turning fragmented IT environments into measurable, governed and resilient operating models. I work across operations, systems, governance and engineering — and I build the systems behind the operating model when the work requires it.

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20+	15+	3	25%
Years in IT	Years in financial services	Continents · EU · NA · Asia	Major-incident downtime cut

01 / PROFILE

*I run the operation. I also **build the systems** behind it.*

My foundation is running IT operations. Years of Service Desk, trading-floor and production work made the fragmentation obvious: users, services, identity, assets and systems rarely told the same story. I lead a global IT Service Desk, and I still go deep enough to model the process, connect the systems around it, and build automation when the operating model needs it.

02 / DOMAINS

01	02	03	04	05
IT Operations & Service Management	Identity, Access & Assets	Governance & Operational Controls	Integration & Automation	Operational Platforms & Intelligence
Service delivery, incident and problem patterns, coverage, vendors and operating practice. The aim is a service organisation that performs, not a queue that only processes tickets.	People, accounts, access and devices across joiner, mover and leaver events. Ownership, lifecycle and IT asset management so the estate stays coherent.	Ownership, evidence, exceptions and remediation in the operating model. Operational resilience and audit readiness from how the work is run.	APIs, workflows and source systems so identity, assets, services and controls can be reconciled rather than re-keyed.	Platforms as an operating layer: connected data, shared context, and a governed view of how the estate actually runs.

03 / EXPERIENCE

2025 — PRESENT

Global Head of IT Service Desk

Kepler Cheuvreux · Nyon, Switzerland

- Lead the global IT Service Desk across Europe, North America and Asia, and align service delivery with wider technology, business and regulatory expectations.
- Manage distributed teams, coverage models, recruitment, onboarding and engineer development across time zones.
- Define ITSM policies, procedures and SLAs; standardise service quality, accountability and operational resilience.
- Steer transformation across device lifecycle, Microsoft Intune Autopilot, unified communications and workflow modernisation.
- Partner with Infrastructure, Compliance and Risk on incident management, access governance and resilience; introduce automation, analytics and Power BI reporting.

2024 — 2025

Deputy Head of IT Service Desk / Production Engineer

Kepler Services · Madrid / Group IT

- Ran day-to-day operations for a global helpdesk across Europe and Asia: workload, escalation, training, process improvement and reporting.
- Implemented Manila shift models for continuous coverage and coordinated incidents and changes with DevOps, infrastructure, product and technical teams.
- Assessed production health, monitoring and resilience; designed improvements contributing to a 25% reduction in major-incident downtime.
- Mentored engineers and supported internal progression to senior roles.

EXPERIENCE — CONTINUED

- 2016 — 2024

IT Support Engineer, Trading Floor / Group L3

Kepler Cheuvreux · London, United Kingdom

 - VIP and L3 support for traders, front-office users and executives in a regulated brokerage.
 - Administered Azure AD / Entra ID, Active Directory, Exchange Online and Microsoft 365; automated reporting and audit tasks with PowerShell.
 - Supported Bloomberg, market-data and trading infrastructure, plus a two-year Event Stream programme for Equities execution across EMEA, the US and APAC.
 - First-line support around clustered matching and risk engines, monitoring, failover and production continuity.
- 2012 — 2015

Lead IT Support, Trading Floor

BNP CIB · Paris, France

 - Supported traders and sales in a high-pressure front-office environment; coordinated vendors including Refinitiv Eikon, Bloomberg and Etrali.
 - Supported BNP trading applications, produced onboarding documentation, built a SharePoint wiki, and contributed to a Windows 7 migration for about 650 users.
- 2005 — 2012

IT Support, System & Network

Axa XL (formerly XL Insurance) · Paris, France

 - Managed IT assets, end-user support, software installation and workplace / system / network support in a corporate insurance environment.
 - Created technical documentation and supported Windows migration activities.

04 / SELECTED BUILD

Operational Governance Platform

ITCTOWER

Designed and built to explore how fragmented operational data across identity, access, assets, services and controls can be connected into a more governed operating model. Internal production since December 2025, used by IT Desk, Audit, Risk & Compliance, and HR.

OPERATIONS

User 360, Device 360, morning check, on-call, Jira reporting, assets and workflow tracking.

IDENTITY & ACCESS

Access reviews, new-hire onboarding, offboarding, mailbox / SharePoint / ACL exposures, security groups and SoD.

CONTROLS

Continuous detectors, evidence packs, findings, exceptions and action plans.

INTEGRATION

Microsoft Graph, Entra ID / AD / LDAP, Exchange, Jira, HR and trading data sources. Read-only MCP used by colleagues.

05 / TECHNICAL ENVIRONMENT

Microsoft / Identity	Entra ID, Active Directory, Microsoft Graph, Exchange Online, Microsoft 365, Intune, SCCM, SharePoint, Teams
Platform / Data	Next.js, React, TypeScript, PostgreSQL, MSSQL, SQL, authenticated apps and dashboards
Integration / Automation	PowerShell, Power Automate, Power BI, Microsoft Graph, LDAP / AD, Jira, Lucca, schedulers, read-only MCP
Production / Observability	Rocky Linux, Nginx, Zabbix, Grafana, Prometheus, production health, incident coordination and resilience
Financial / Trading	Bloomberg, Refinitiv Eikon, Etrali, market-data and trading infrastructure

06 / EDUCATION

- BSc, System & Network

ICOGES, Paris · 2005
- HND, System & Network

ICOGES, Paris · 2004