Goodry Gubbels

goodry@goodrygubbels.com ▣ www.goodrygubbels.com
+33 6 26 21 50 97

Profile

Results-oriented IT Director with over 25 years of proven success in leading IT departments, PMO, and IT Governance. Expertise includes the effective management of multidisciplinary, multicultural, and international teams.

Consistently recognized for achieving performance excellence and making significant contributions to organizational success through innovation, optimization, and adept change and transition management.

Possesses strengths across a diverse range of technologies and industries, with a track record of success in environments spanning from start-ups to multinational corporations.

Objectives

Dedicated to collaborating with organizations of any size, eager to initiate transformative changes in their operations for enhanced performance leveraging technology. Committed to guiding and facilitating seamless transitions, my goal is to contribute to the evolution of businesses, optimizing their technological capabilities to achieve peak efficiency.

Experience

IT Operations Director France & Belux, *JLL (Jones Lang LaSalle SAS) – Paris (F)*

Since 03/2017 – up to 14 direct & indirect reports

Achievements:

- **Led transformative changes within the Service Delivery team**: Enhanced team cohesion and client satisfaction through strategic initiatives.
- **Successfully delivered major infrastructure and application overhaul projects**: Ensured the modernization of critical technological components.
- **Deployed state-of-the-art data visualization and video conferencing solutions**: Leveraged cutting-edge technologies to enhance communication and collaboration.

Activities:

- **Drove and deployed global/regional end-user services**: Implemented computing, communications, and cloud-based solutions for enhanced functionality.
- **Rebuilt and organized server & application infrastructure**: Streamlined CRM and SIRH systems for improved efficiency.
- **Restructured service delivery team and operational methodologies**: Optimized processes to ensure optimal performance.
- **Reorganized and trained Applications and Infrastructure teams**: Focused on skill enhancement and team efficiency.
- **Managed internal and externally sourced staff:** Coordination and collaboration of both internal and external staff.

Senior Consultant - CIO / PMO / Governance, *fcnpartners – Paris (F)*

05/2015 - 03/2017

Achievements:

- **Development of PMO & Governance services**: Successfully introduced and implemented PMO & Governance services for a global Professional Real Estate company.
- **Infrastructure standardization and harmonization**: Spearheaded the standardization and harmonization of end-user services across EMEA, ensuring a cohesive and efficient IT environment.

Activities:

- **Organizational, Services, and Infrastructure change & transition management**: Managed comprehensive change and transition initiatives at the organizational, services, and infrastructure levels.
- **Programme management and PMO creation & development**: Established and developed Program Management Office (PMO) for infrastructure and IT operations.
- **(Re)mediation projects**: Led projects focused on remediating and improving existing processes and systems.

Technology Director / ETAP, *Teleperformance FSM – Paris (F)*

01/2006 - 09/2014 – 4 direct reports

Achievements:

- **Anomalies reduction**: Successfully implemented measures resulting in an 80% reduction in anomalies.
- **Operational cost reduction**: Achieved a 15% reduction in operational costs through strategic initiatives.
- **Securing all production platforms and processes (PCI-DSS)**: Ensured compliance and security in all production platforms and processes according to PCI-DSS standards.
- **Built a remote working platform**: Led the development of a remote working platform (1000 call center users).

Activities:

- **Setup, management, and performance improvement**: Responsible for the setup, management, and continuous improvement of all production and back-office platforms, including BI, SIRH, CRM, and Billing.
- **Transverse team management**: Led transverse teams in the consolidation and harmonization of production infrastructures, as well as the rationalization and standardization of all processes and procedures (ITIL, COBIT).
- **Integration of client processes**: Integrated client processes and methods within our production environments.
- **Dashboard setup**: Established dashboards with quantitative and qualitative indicators (FTR, NPS, CSAT).

Technology Director, *Teleperformance Interactive – Paris (F)*

01/2006 - 08/2013 – 4 direct reports

Achievements:

- **Built the first fully voice-enabled *self-service* platform in France**: Successfully pioneered the development of the inaugural fully voice-enabled self-service platform in France, capable of handling 8 million interactions per month.
- **Management of over 6.5 million self-service contacts per month**: Oversaw the effective management of a high volume of self-service interactions, reaching over 6.5 million contacts monthly.
- **Development of more than 20 specialized and customized self-service applications & solutions**: Led the development of a diverse portfolio of more than 20 specialized and customized self-service applications and solutions using web technologies (NET/C#, MS SQL, ISS).

Activities:

- **Architect and technical project director**: Played a pivotal role as the architect and technical project director for the setup of all production platforms.
- **Managing self-service Solution Delivery**: Overlooked self-service Solution Delivery via SaaS, PaaS, and Cloud, incorporating ITSM, IT Service Delivery, and SOA principles.
- **Development director for service applications and solutions**: Directed the development of service applications and solutions.
- **Partner management**: Managed partnerships both internal to the group and with third-party entities.
- **Direct international change and transition projects**: Led international change and transition projects directly.
- **Consultancy on the design and implementation of pan European integrated infrastructures**: Provided consultancy on the design and implementation of pan-European integrated infrastructures.

IT Regional Manager / Director Europe, *SR. Teleperformance – Paris (F)*
09/2000 - 12/2005 – 180 direct & indirect reports

Achievements:

- **IT operational costs reduction**: Implemented strategic measures resulting in a reduction of operational IT costs by over 40%.
- **Optimized IT performance**: Achieved a 20% increase in productivity through the optimization of IT performance.
- **Compliance uptake**: Successfully enhanced compliance in the EMEA region by 27%, aligning with internal group standards.
- **Created offshore sites in the Mediterranean basin**: Established offshore sites in the Mediterranean basin, expanding the organization's operational reach.

Activities:

- **Head of European ICT Steering Committee**: Led the European ICT Steering Committee, overseeing regional strategy.
- **Defined European ICT harmonization and consolidation strategy**: Developed and defined the European ICT harmonization and consolidation strategy for 65 sites and 35,000 workstations.
- **Leader of (technical) audits, harmonization, and standardization projects**: Directed technical audits and led projects focused on harmonization and standardization, including ISO 9001 and COPC.
- **(Re)negotiation of all procurement contracts**: Successfully renegotiated with main technical and telecom partners.
- **Directed change, transformation, and transition projects**: Led projects focused on change, transformation, and transition.
- **Managed indicator collection & follow-up**: Oversaw the collection and follow-up of key indicators, ensuring regulatory reporting via global benchmarks (FNR, KPI, SLA, C-SAT).

Client Relations Manager, *Wanadoo Belgium / EuroNet * Internet – Brussels (B)*
05/1997 - 09/2000 – 40 direct & indirect reports

Achievements:

- **Created a new client relations and technical support structure**: Successfully designed and implemented a new client relations and technical support structure.
- **Managed the growth of the department**: Led the growth of the department from 5 to 40 Full-Time Equivalent (FTE) positions.
- **Successfully externalized the Helpdesk (B2B, B2C)**: Achieved successful externalization of the Helpdesk, managing both B2B and B2C interactions with a team of 30 FTE.

Activities:

- **Member of the COMEX Belgium**: Contributed as a member of the COMEX Belgium, providing strategic insights.
- **Reorganization and growth management of the Help Desk and Customer Services**: Oversaw the reorganization and managed the growth of the Help Desk and Customer Services.

- **Call center technologies and enterprise telephony**: Spearheaded the development and setup of call center technologies and enterprise telephony.
- **Managing the Client Relations department**: Managed the Client Relations department, including budget, Profit and Loss (P&L), training, and workforce management.
- **Creation of all services, functions, and technical, internal & client documentation**: Established all services, functions, and created comprehensive technical, internal, and client documentation.

Technical Support Engineer & Supervisor, *EuroNet * Internet – Amsterdam (NL)*
03/1995 - 05/1997

Achievements:
- **Development of support applications and client software**: Successfully developed all support applications and the customer "Connection Kit," enhancing customer support capabilities.

Activities:
- **Support engineer and supervisor**: Functioned as a support engineer and supervisor for the support of all modem & router connections (B2B and B2C) on 10 workstations.
- **Design and management of the Helpdesk section of the company's website**: Designed and managed the Helpdesk section of the company's website, ensuring effective online support and communications.

Skills & Knowledge

Education

| 1993 – 1997 | **Artificial Intelligence -** *Universiteit van Amsterdam – Amsterdam (NL)* |
| 1991 – 1993 | **Computer Science -** *Technical University Delft – Delft (NL)* |

Languages

| Dutch | ****** | Mother tongue | French | ***** | Excellent |
| English | ****** | Bilingual | German | **** | Very Good |

Certifications

- ITIL v3: Service Design *(2013),* Service Operations *(2012);* Foundation *(2011)*
- COBIT5 Foundation *(2014)*
- Implementing GRDP / RGPD, *Cap Gemini, 2018*
- Managing IT Projects, *Cap Gemini, 2004*
- "Leiding geven en meewerken"/ "Management and Cooperation", *Norbu, Leusden (NL); 1998*

Technical Skills

.NET 3.x/4.5 (C# , C++), IIS, MS SQL 2005/2008 R2, 2016, Powershell, AJAX, HTML, SOAP, Web Services, XML , XLST, PHP, Perl, Linux/Redhat, vXML, Windows Server 2003/2008 R2 (AD, ISA, Hyper-V, RDP), 2012, 2016, EMC VNx(e), (iSCSI, FC), VMWare (Sphere, View) 4.5, 5.x, CallCopy | Uptivity 4/5, Genesys 7.x / 8.x, Vocalcom Hermes.NET, Nuance (Speechify, Recognizer), ERP Sage X3, Cegid CCMX, WorkFront, WorkDay, PeopleSoft, ServiceNow, TCP/IP, MPLS, SIP, ISDN, SS7 (AudioCodes), Avaya CM 4./5/6, SOA, Data Centre, DRP, BCP, ITIL, COBIT5, ITSM, IT Service Management, IT Catalogue Management, IT Portfolio Management, Business Transformation, IT Strategy Management

Interests

A music lover since as far back as I can remember, for nearly 40 years now, I play the trumpet in different orchestras (classical: symphonic wind-orchestras, brass band; jazz: big band, horn section). I read scientific and technical literature passionately, as well as Science Fiction (Space Opera, High Fantasy).