

## Goodry Gubbels - BIOGRAPHY

### CAREER

24 years professional experience within a variety of global service providers

- 24 years in Services and Solution Delivery (B2B and B2C) ;
- 14 years in international IT management (CIO, CTO/Technology Director) ;
- 10 years in Executive positions (COMEX or Steering Committees) ;
- 11 years direction application and solution development ;

### BUSINESS

- Management of 180 FTE within multicultural & multidisciplinary teams and entities (ICT, Service Delivery , Operations) ;
- Governance and managing international change, transformation and transition projects ;
- Design and development of innovative products and services (France and International) ;

### COMPANIES AND FUNCTIONS

Goodry starts his career as support engineer and helpdesk supervisor with EuroNet\*Internet, an internet service provider in the Netherlands; In 1997, he takes charge of the creation and management of the client relations department of their Belgian subsidiary. After the purchase by Wanadoo (France Telecom), he manages the externalization of a large part of the Helpdesk and Client Services, when he gets noticed by the top management of the SR. Teleperformance group.

In 2000, he joins the SR. Teleperformance group in Paris as IT Regional Manager Europe. His mission includes tasks like the setup of new technical infrastructures, supplier contract renegotiations and harmonizing all IT methods and procedures throughout Europe. To assist in the management of the 180 persons in the IT departments throughout Europe, he creates and leads the ICT Steering Committee.

Next, he takes on the function of IT Regional Director Europe and works mainly on governance, IT & quality audits and IT cost management. With the support of the ICT Steering Committee, he starts the ICT infrastructure consolidation into centralised data centres.

In 2006, he is appointed Technology Director of Teleperformance Interactive (Europe) and directs the design, deployment and management of specialised “self-service” platforms. Based on market-leading platforms (Genesys and Nuance), fully customised multi-client solutions and applications are developed by internal and external development teams.

When the main technology base is in place, Goodry’s role evolves towards client consultancy, capacity and infrastructure management. He also leads the efforts to migrate the solutions towards SaaS / Cloud Delivery.

In parallel, he also takes on the responsibility of harmonising and consolidating the production infrastructures for Teleperformance FSM (French Speaking Market) for 8 000 users on 21 sites within 3 countries.

From 2015, Goodry has worked with JLL in program management and from 2017 as the IT Operations Director, responsible for the daily IT operations and service delivery, in strict collaboration with the regional EMEA team. His main focus is on moving existing cloud applications towards the cloud, and renew the internal network and hosting infrastructures.

Goodry has studied at the Technical University Delft and the University of Amsterdam.

