Olivier RADEMAKERS

SERVICE DELIVERY MANAGER

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Born on August 25th, 1972
Nationality: Belgian

French - mother tongue
English - bilingual

OBJECTIVE

Highly experienced and adaptable Service Delivery Manager with over 30 years of expertise in IT landscape management, Security, and Operations Management. Proven track record of successfully leading diverse teams and managing projects ranging from €500,000 to €2,000,000+ in budget. Skilled in Agile methodologies, with a focus on delivering exceptional customer service and driving operational excellence. Seeking to leverage extensive experience and leadership skills to drive strategic initiatives and contribute to the success of a dynamic organization in the IT industry.

SUMMARY

- 30+ years of comprehensive experience in IT landscape management, Security, and Operations Management.
- Successfully managed projects and contracts with budgets ranging from €500,000 to €2,000,000+, leading teams of 5 to 35 people.
- Proficient in Agile methodologies with a focus on project management as a Scrum Master.
- Strong track record of delivering projects on time and within budget while maintaining high levels of customer satisfaction.
- Expertise in migrating web infrastructures to cloud platforms such as Microsoft Azure, AWS, and GCP.
- Skilled in technical team management, P&L ownership, and fostering collaborative relationships with key account customers.
- Bilingual in French and English with excellent communication and interpersonal skills.

EXPERIENCE

Aug. 2021 to Now

Service Delivery Manager
Claranet
- In charge of key account customers
- Technical team management (ranging from 3 to 6 DevOps)
- Project management (Agile Scrum Master)
- Projects to migrate web infrastructures to Microsoft Azure
- Projects to build and migrate web infrastructures on AWS
- Projects to migrate web infrastructure from AWS to GCP
- Owner of the P&L for each customer

Jan. '19 to Now

Service Delivery Manager
Atos Big Data & Security

- Cross-functional management and engineer management (~25 in Poland, 10 in France, 5 in Romania)
- Coordinate steering, project and technical committees - Primary point of contact for the client(s) regarding overall day-to-day service delivery
- Making sure SLAs (service level agreements) as defined in the relevant contracts are met or exceeded
- Manage requests, changes and major incidents
- Detected pre-sales opportunities and billing management with focus on the contracts' profit margins
- Remain available as technical support for the support engineers

Sep. '17 to Dec. '18

Project Manager
Atos Big Data & Security

- Planning and organization of the transition of IT support provider
- Migration of Ironport to Proofpoint (boundary mail services)
- Coordination between client and support teams, acting as SPOC for both and translation service

- Planning of the required solution training sessions for all support staff

Jan. '17 to Sep. '17 **Senior Architect & Pre-Sales Engineer (Solutions Architect)**
Atos Big Data & Security

- Build from scratch a complete infrastructure based on McAfee Web Gateway; Internet access, routing, networking, Active Directory, web, ftp and syslog services
- Technical expert during onsite client presentation
- Ran tests (operational & stress) with client
- Received Atos' merit award
- Working for prospect client on workplace security
- Designed an antivirus and hard drive encryption offer
- Draft the PnL for the bid
- Technical consultant for the draft & review of SOW (Scope of Work)

2014 to 2017 **Application Manager / Technical Project Manager**
Atos Global IT Unified Communication

Technical Project Manager
- Helped design and build the global mail platform used by atos.net & subsidiary domains and companies.
- Ran solo the project to move all Atos GBUs (~80) to this new platform over the course of one year, and finished on the dot.
- Ran the project for the integration of Bull worldwide SMTP infrastructure in the Atos landscape, over the course of 18 months.

Mail/SMTP Landscape Management
- Guaranteed Atos' mail platform's wellbeing, running a team of 5 engineers in Poland
- Enforced Atos' policies
- Integrated mergers and acquisitions into the Atos mail landscape (Bull, Unify, Xerox ITO)
- Decommissioning of legacy servers, removal of unnecessary gateways
- Setting up processes on the boundary mail gateways
- Setting up Exchange Federation Trusts with newly acquired companies
- Coordinated technical teams for (mainly) SMTP projects:
  o Moved to O365 (as a technical reference)
  o Migration of Distribution Lists from Exchange to EOLE (SYMPA based DL management) framework
  o Setup a strict SPF record on atos.net

2004 to 2014 **System and Security Engineer**
ATOS Infogérance – Network & Security Solutions

- Internet infrastructure management : DNS, proxy, SMTP, LDAP, VPN, Cisco Pix/ASA
- Main technical operator for high value clients
- Management of Anti-Spam SMTP service (sendmail + MIMEDefang + SpamAssassin) for mutualised and dedicated clients
- Development (tooling): PHP, Perl, Shell

Projects:
- Merge and transformation of LDAP infrastructure and data during new customer integration phase (Atos, GDF, RTE...).
- Design and development of a global framework for backup and versioning of *nix system configuration (Atos and its main customers).
- Design and development of a user password and ssh key deployment to manage authentication on *nix system (Atos and its main customers).
- Integration of new clients: GDF, RTE, Total, L'Oreal…
- Converted operational iPlanet SunOne Directory server to OpenLDAP.
- Created using open-source software a replica of SUN's iPlanet Messaging server using perl and shell scripts, sendmail, courier, OpenLDAP and RoundCube.
- Conception, build and integration of a self-provisioning mail server, based on open-source software, in sync with corporate LDAP.

1997 to 2003 **SCHLUMBERGER – Network Solutions**

- Unix System Administration
- Windows NT System Administration

1997-1999 **Helpdesk & PC Desktop Support**

1993-1997 **SCHLUMBERGER - CIS**

EXPERTISE

Windows: (Active Directory, DNS, DHCP, WINS, IIS, MS Proxy, MS Exchange)

UNIX: Solaris, linux, DNS (Bind), proxy (Squid), reverse proxy (Apache), web (Apache), LDAP (openLDAP & iPlanet DS)

SMTP: Sendmail, Postfix, Puremessage (Postfix), Anti-Spam (MIMEDefang with SpamAssassin), SUNOne (iPlanet), Messaging Server, McAfee E-mail Gateway, Ironport, MS Exchange.

EDUCATION AND TRAINING

1994	Centre National des Arts et Métiers Night course: Algorithms and programming Languages: ADA, CAML
1993	Institut Européen Informatique Analyst/Programmer training on IBM AS/400 Languages: RPG 400, COBOL and Control Language UNIX Environment
1991	International Baccalaureate - American School of Paris

DIVERSE

2010	Sauveteur Secouriste du Travail (lifeguard @ the workplace)
Sports & Interests	Snowboarding, skydiving (A license), fitness, guitar, Arduino & Raspberry Pi projects, photography, Jiu-Jitsu, leadership and parenting