

Agile - ITILV3/V4 - Lean Six Sigma - Kanban

Autonomy / Resilience / Performance / Communication / Agility

Trilingual : french-english-spanish

JEAN-MARIE NELSON

in

# IT Manager

✉ nelsonjm@gmail.com  
☎ 0767898962  
📍 Paris France

## LANGUAGES

 French ★★★★★  
Native

 English ★★★★★  
Level C2 ( Business English Certification Test - TOEIC - Diplôme de compétences en langues

 Spanish ★★★★★☆  
Level B2+ ( Upper intermediate +)

 ★★★★★  
Guadeloupean and Reunion Island Creoles - Native

## EDUCATION

From 2023 to 2024 **Mini-MBA, IT Management** European Institute of Leadership & Management

Skills: IT Governance · Human Resources · Project Management · Support Management · Innovation - IT Strategies

From 2023 to 2024 **Mini-MBA, Business Strategies** International Business Management Institute

Skills: International Business - HR - Strategy & Operations - Marketing & Communication - Essentialism Management - Finance - IT Strategies


From 2019 to 2021 **Master 2 - IT Management** University of Strasbourg IT Management & Strategies


From 2006 to 2007 **European Bachelor's degree in Management** ENACO Distance learning training - Management in English


From 2002 to 2003 **HND (12th Grade) - Trilingual Assistant** Normandy. FR

From 1999 to 2000 **BTEC National Diploma** Normandy. FR

## CERTIFICATIONS


 ITIL® 4 Managing Professional Transition Certificate - 12/21


 Lean Six Sigma Yellow Belt - 07/22


 International Cyber Conflicts - 03/22  
([View certification](#)).

 Business English Certification Test - 03/22  
474829-164-677-8228  
([View certification](#)).

 Microsoft Azure Management Tools and Security Solutions - 09/22  
([View certification](#)).

 Introduction to Cybersecurity Tools & Cyber Attacks - 09/22  
([View certification](#)).

 Managing the company of the future - 01/23  
([View certification](#)).

 ISO 27001 : Information security management systems - 10/23  
([View certification](#)).

## PORTFOLIOS

Jean-Marie Nelsom



## PROFESSIONAL REFERENCES

Senior IT Manager

EPSA - Since May 2021



- Define and execute the IT governance with the BOARD (Reports, Presentations, Risks, Challenges, Priorities).
- Manage all Group projects guaranteeing the delivery in compliance with deadlines and budget.
- Negotiate and manage contracts including services with suppliers.
- Develop the 'Digital Workspace' and user training (FR-ENG-SP).
- Manage the outsourcer as a whole.
- Create the Group documentation load (GDPR, ISSP, IT Governance, DRP, Security goals, etc.).
- Design use scenarios for IT solutions guaranteeing our customers to achieve their objectives for R&D/IT/HR teams
- Implement a savings plan streamlining low-value activities added (without dismissal), and reselling some to the competition.
- Manage an envelope of around €2m/year.
- Create and pilot the Service Delivery respecting KPIs.
- Be a creative force regarding technologies and infrastructure development.
- Pre-Sales Support

IT Manager

TAKEDA PHARMACEUTICAL - December 2018 to May 2021



- Structuring and supporting Group IT projects according to ITIL V3 processes - Management of the IT department's strategy.



**Professional Certificate in Strategic Leadership And Organisational Development - 05/24**  
20142392  
([View certification](#))



**Management Information Systems - 08/23**  
(code : 2331048)  
([View certification](#))



**Economics and International Business - 01/24**  
([View certification](#))



**Diploma in Business Administration - 01/24**  
([View certification](#))



**Entrepreneurship Strategy - 01/24**  
([View certification](#))



**Strategic Leadership - 02/24**  
([View certification](#))



**IT Management Building Information systems - 02/24**  
([View certification](#))



**PCEN. Prueba de Certificación de Español de Negocios - 03/24**  
(code: 474829-170-860-2565)  
([View certification](#))



**Cybersecurity Management - 03/24**  
([View certification](#))



**Strategy & Operations - 04/24**  
([View certification](#))



**Leadership & Team Development - 04/24**  
([View certification](#))



**Finance & Accounting - 04/24**  
([View certification](#))



**Essentialism Management Skills - 04/24**  
([View certification](#))



**Teach English as a Second Language (ESL) - 05/24**  
([View certification](#))



**IT Management - 05/24**  
([View certification](#))



**Certified Human Resources Leader - 05/24**  
([View certification](#))



**Science of Success - 06/24**  
([View certification](#))



**Practical Wireshark 3 - 08/24**  
Certified Ethical Hacking Certificate # 348912  
([View certification](#))



**Operations Management - 06/24**  
([View certification](#))



**Stratégies pour la Durabilité - 07/24**  
([View certification](#))



#### IT Topics:


Ticketing : ServiceNow/Jira/GLPI/Peregrine/Zen Desk  
Cloud : Microsoft Entra-ID (Azure) / AWS / Google  
Infrastructure : Palo Alto, TPLink, Forti, Aruba  
Hardware : Changement, Upgrade, Setup / ...  
Software : M365 / Juniper / Kaspersky / SAP / SIRH / Ariba / Føderis /  
Adobe suite / AS400 / Autodesk / Project / PuTTY / Monday / Adobe Pro /  
Canva / ChatGPT4 / CoPilot /...

#### \*\*\*\*\* RECENT PROJECTS \*\*\*\*\*

- Integrate new entities in the IT Cloud.
- Deploy Voice Teams/MFA/SOC.
- Launch a Cybersecurity audit project and manage correction points.


- Management of the Service Desk with respect of KPIs, Board figures preparation each quarter, Reports, Development and monitoring of SLAs.
- Participation in the definition of the Business Case and the Cost Model.
- Cybersecurity Awareness & Users Training.
- Budget plan management – Project management.
- Implementation of deployment processes for new IT solutions (CRM, Service Desk, Suppliers).

#### Trilingual IT Analyst

SPX FLOW TECHNOLOGY - August 2011 to November 2017 


- Carry out IT dept. improvement missions. =>Strategic monitoring of the environment & IT.
- Manage Requests & incidents tickets and KPIs.
- Lead of the IT service (Community Management).
- Lead User trainings including Cyber topics (inc. phishing campaigns).
- Create of level 1 & 2 (technical) processes (Support, Infrastructure, Cyber, IT governance, etc.).
- Lead demonstrations of the use of 'group' tools throughout Europe and remotely in french, english, spanish.
- Pilot assets in Europe zone.

#### Bilingual IT technician (Europe / USA)

SVELIA for client AFD - November 2008 to August 2011 

- Being the Helpdesk level 1 and 2 (Hardware and software assistance for users).
- Gestion et animation de réunions de productivité.
- Preparing users equipment  
Managing - Monitoring of hardware & software inventories.
- Contacting Suppliers & Technical Services
- Monitoring of backlog files

#### Financial Advisor

BNP Paribas - December 2004 to October 2008 

- Reception & Advice for professionals and individuals.
- Development of a customer portfolio.
- Management of monetary funds and control of the money security.
- Acts of sale of banking products (Codevi, Credit cards, Insurance, etc.).
- Administrative monitoring of "sensitive" files.

#### INTERESTS

#### Passions

- Jazz - International Cuisine - Travel
- Volunteering: Sponsor of orphaned children with Vision du Monde, Paris.