Accomplished projects

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2019 – 2024, Senior Product Owner Cloud, DXC Technology

Development and Modernization of DXC Technology's Managed Multicloud Solution

Situation: DXC Technology aimed to enhance its Managed Multicloud Solution to address evolving customer needs and remain competitive in the cloud services market. The modernization effort focused on aligning services with cutting-edge technologies and improving IT governance.

Task: As Product Owner, I was responsible for leading the project, coordinating multidisciplinary and multicultural teams (9 to 30 members across Asia, Europe, and the Americas), defining the strategic vision, and ensuring alignment with technological and operational challenges.

Action: I oversaw the integration of innovative technologies to optimize the product catalog, prioritized tasks within the backlog, and implemented collaborative processes for seamless execution. I also managed stakeholder communication and ensured adherence to IT governance principles and operational standards.

Result: The project successfully modernized DXC Technology's Managed Multicloud Solution, improving the efficiency of shared services and consolidating DXC's reputation as a leading provider of cloud solutions. The initiative was recognized in an Everest Group article as a benchmark for innovation and service excellence.

Architecting ITSM Stack for DXC Technology's Infrastructure-as-Code Cloud Offering in Partnership with VMware, Dynatrace, and ServiceNow

Situation: DXC Technology aimed to deliver a premium IaC Managed Multicloud solution with VMware, integrating multiple back-end systems, including legacy platforms and ServiceNow, while ensuring the solution was cost-effective, stable, and scalable.

Task: As the ITSM architect, I gathered requirements from stakeholders (offering managers, legacy system teams, ServiceNow, and operations) and designed a solution that met business needs, was efficient to deploy and maintain, and aligned with the product vision and development roadmap.

Action: I led the architecture and design of the ITSM stack, ensuring seamless integration with multiple back-end systems. I collaborated with VMware

engineering to refine the solution through weekly meetings, incorporating feedback to enhance stability and performance. I also automated integration processes to reduce manual intervention.

Result: Delivered the solution on time with high quality, while improving stability and efficiency through collaboration with VMware. Automated system integrations streamlined workflows, significantly reducing manual effort and enhancing operational efficiency.

Automation of Control Plane Deployment

Situation: DXC Technology faced challenges in deploying the control plane (management compartment) of its multicloud solution, a process that required significant time and resources. Deployment relied heavily on specialist intervention and was complex due to custom configurations specific to client architectures. The goal was to reduce costs and expedite delivery while maintaining flexibility for site-specific requirements.

Task: As part of the modernization initiative, the project aimed to fully automate the deployment process of the control plane to eliminate the need for manual intervention and reduce reliance on specialists, while still allowing for customization of network configurations, IP ranges, domain names, and other client-specific elements.

Action: Implemented advanced automation solutions for the control plane deployment, leveraging cutting-edge tools and processes. Designed the system to handle all deployment aspects without human intervention, except for specific manual entries required to accommodate unique client architectures. This ensured flexibility while maintaining operational efficiency. Collaborated across teams to define the automation scope and integrate the solution seamlessly into the client sites.

Result: Deployment time was reduced from several weeks or months to just 1–2 days, achieving a remarkable 100x cost reduction by eliminating the need for specialist involvement in standard deployment tasks. Post-deployment activities requiring customer-specific customizations were streamlined, ensuring client satisfaction while maintaining DXC Technology's reputation for delivering innovative multicloud solutions.

Consolidation of Automation Engines and Workflows

Objective:

As VMware's automation and orchestration solutions evolved, we leveraged them to cover our entire automation needs. Consequently, we refactored everything around the VMware engine to unify our engineers' expertise, streamline the solution, enhance robustness by eliminating multiple points of failure, and accelerate the pace of new solution development.

Fully Automated CI/CD Framework

Objective:

Accelerate the delivery of new versions of open-source applications.

The components of our offering, running in Kubernetes containers, have an automated container build and integration framework (CB/CI). This fully automated framework **detects new updates** of open-source software from vendors, downloads these new versions, rebuilds the containers, sequentially deploys and tests the containers across development, pre-release, and release environments. Once all tests are successful, the containers are made available to clients via JFrog Artifactory.

Managed Multicloud API Gateway

Objective:

Development of an API gateway (MMAPIGW) for our managed multicloud core enabling seamless and cost-effective integration with multiple back-ends, while enhancing security by concentrating network communications on a single secure component. This gateway is currently used by several organizations and accounts within DXC Technology.

ROI: reduce by +300% integration time, gain in term of security as we have a single-entry point vs many, reduce by +500% maintenance of integration components.

Elaboration of a multi-tenant delivery model for the ServiceNow CMDB

Situation: Our multi-tenant cloud offering required a fundamental redesign of the ServiceNow CMDB model, which was originally structured for single-tenant use, to support the scalability and flexibility needed for our multi-tenant back-end systems.

Task: Adapt the CMDB model to meet multi-tenant requirements while maintaining operational efficiency and alignment with business objectives.

Action: Worked closely with ServiceNow experts over several weeks to develop an innovative CMDB model tailored to the needs of multi-tenant environments, ensuring both technical precision and business compatibility.

Result: Delivered a redesigned CMDB model that is now being implemented company-wide, forming the foundation for new ServiceNow-dependent

offerings, driving large-scale benefits, and significantly improving service performance.

Automation of managed services deployment on client servers and their integration via API with various possible Back-ends

Objective:

The deployment of IaaS, PaaS, XaaS, and managed services is fully automated. Our clients order through a ServiceNow catalog that is part of the DXC back-end, and APIs interact with the VMware Area Automation engine to deploy these services in the selected clouds.

Setup of a Quality Assurance Automated Testing Solution

Situation: Our cloud solution required an efficient and automated approach to validate new code and certify updates delivered by various organizations. Existing manual processes were slow, error-prone, and lacked real-time reporting, impacting development timelines and scalability.

Task: Develop a fully automated Quality Assurance system to streamline testing and certification of components such as base OS images, backup agents, monitoring agents, and critical back-end flows (e.g., ticketing, monitoring, system creation in CMDBs). Ensure results are logged and analyzed to identify sources, causes, and impacts of issues.

Action: Designed and implemented the Quality Assurance Automated Tests (QAAT) system. Collaborated with teams to automate daily testing processes and integrated VMware Aria Operations for Logs to centralize logs and provide analytical insights. Established real-time reporting for developers to identify and address failing components promptly.

Result: Achieved a +1000% ROI in testing, certification, and development efficiency. Real-time reporting enabled developers to react immediately to failing components, significantly reducing development cycles and improving overall system reliability.

Development of Managed Multicloud Core System Integrations

Objective:

Integrations with Services Offered by Other DXC Technologies Organizations

Our offering does not develop everything in-house; we also consume services developed within the company. To consume these services, we develop automation workflows and secure integration APIs, with all parameters stored in

our CMDB and retrieved "on the fly" by the automation workflows during execution. The integrations developed include:

- DXC Platform X ServiceNow (CMDB, API, CI creation, ticketing, catalog),
- DXC Platform X Micro Focus uCMDB (CI discovery and monitoring),
- DXC Platform X Dynatrace (CMDB + CI discovery and monitoring),
- DXC Platform X ESL, DXC proprietary CMDB, (> 10 millions of CIs),
- DXC backup X NetBackup,
- DXC patching X Micro Focus Server Automation.

2019 – 2022, Personal Project

Creation of an E-commerce Ecosystem and Digital Marketing During the Pandemic

Situation: During the COVID-19 pandemic (2019-2022), I ventured into the e-commerce field through drop-shipping to make use of the long days in lockdown.

Task: Set up a functional e-commerce website using PrestaShop, integrate a Facebook shop, and promote products through marketing campaigns on digital platforms.

Actions:
- Created and managed a PrestaShop website hosted on a cloud platform.
- Customized PrestaShop to automate product creation, simplifying catalog management.
- Integrated the Facebook webshop with PrestaShop to increase visibility.
- Designed and launched advertising campaigns on Facebook, accompanied by promotional videos on YouTube, TikTok, and Facebook.
- Implemented payment systems via PayPal and Stripe, managing international transactions.

Results:
- Attracted customers worldwide, showcasing the global reach of the project.
- Identified the limitations of the model (low margins and high costs), leading to the strategic decision to discontinue the activity.
- Gained valuable experience in managing an e-commerce ecosystem and digital marketing, with lessons learned for future initiatives, such as integrating cryptocurrency payments to reduce costs.

2017 – 2019, Product Owner Cloud, DXC Technology

Driving Agile Change: Empowering Teams and Winning Major Deals

Situation: In 2017, during the merger of HPE and CSC to form DXC Technology, our organization adopted Scrum Agile practices to enhance flexibility and better adapt to evolving market needs. At that time, the team consisted of five engineers transitioning from a Waterfall model, eventually growing to nine engineers by 2022.

Task: As Product Owner, my mission was to lead the implementation of Scrum Agile with the assistance of my Scrum Master. Since Agile adoption relies heavily on the team's commitment, I took on the significant responsibility of fostering a culture that embraced Agile principles, ensuring its successful integration.

Action:
- Led by example and promoted agility, leveraging my natural mindset and approach, which had been aligned with Agile principles for years.
- Encouraged and supported engineers in their Agile adoption journey, focusing on guidance and collaboration rather than blame or merely redirecting them to documentation.
- Demonstrated the benefits of Agile methodology through clear communication, effective organization, and personal adoption of Agile principles.
- Collaborated with the newly hired Scrum Master to refine the implementation process.
- Engaged with the team to address initial failures during sprints, providing guidance and encouragement to foster acceptance and growth.

Result:
- Achieved at least 20% increase in development speed through enhanced product definition and improved collaboration among developers.
- Delivered faster time-to-market solutions, a crucial factor for a cloud provider, thanks to Agile's ability to prioritize and adapt swiftly.
- Due to agility and reprioritization activities, we were able to deliver the right product on time to win large deals.
- Successfully transformed the team's mindset, leading to full adoption of Scrum Agile within months and enabling a seamless transition for the growing team.

2015 – 2017, ITSM Chief Engineer Cloud, Hewlett-Packard Enterprise
2011 – 2015, ITSM Chief Engineer Cloud, Hewlett-Packard

Global Leadership in IT Architecture, Engineering and Deployment:

- Led the architecture (since 2015), engineering, and deployment of 28 virtual private cloud (VPC) data centers, focusing on ITSM solutions (monitoring, reporting, ticketing, CMDB, etc.).

- Designed and implemented robust frameworks to meet service management needs while ensuring scalability and efficiency.

- Coordinated major system updates and deployments, ensuring alignment with global standards.

- Provided guidance and training to engineers across multiple regions (China, India, Slovakia, and the United States), fostering collaboration and successful project execution.

2008 – 2011, EMEA Production Engineer, IT Outsourcing, Hewlett-Packard

Sir Paul McCartney's Website Monitoring Definition and Setup

- Participated in the definition and implementation of the monitoring for **Sir Paul McCartney's website**, which included numerous servers and applications. It was a very advanced website configuration at the time.

2008 – 2008, ITSM Delivery Lead, Electronic Data Systems (EDS)

Outsourcing Operational Activities to Cost-Effective Locations

Situation: As a Delivery Lead, I encountered the challenge of managing operational monitoring activities in Switzerland, where high employee costs made it inappropriate to allocate skilled staff to simple operational tasks. This situation required a solution to optimize resource allocation and enable employees to focus on high-value, revenue-generating projects.

Task: My objective was to reduce operational costs by transitioning these activities to a more cost-effective location while increasing the capacity of Swiss employees to work on strategic projects that aligned with business goals.

Action: To address this, I outsourced operational monitoring activities to an offshore team in Bratislava. I documented all processes, delivered comprehensive training to ensure a smooth transition, and implemented performance monitoring protocols to maintain quality and operational efficiency.

Results: This initiative delivered significant benefits. Swiss employees shifted from spending 90% of their time on operational tasks to 90% on high-value projects, directly contributing to new revenue streams. Operational costs were reduced, the ROI on Swiss employees increased, and the offshore team in Bratislava managed operations effectively at a lower cost.

2008 – 2011, OSS IT Team Leader, Orange Communications SA

Development of BAAS (Business Application Availability Status)

- BAAS is an internally developed solution that provides a near real-time visual dashboard of the status of applications and data flows. It also measures SLAs and integrates with ticket management tools. This dashboard is one of the most used by IT management and is utilized 24/7 by the IT and Telco monitoring center. SLA measures are also used for operational team yearly targets, so appraisals by operation management.

2000 – 2002, Freelance for Hewlett-Packard at Orange Communications

Migration of Monitoring and Backup Tools from a Single Overloaded Server to Two New Appropriately Sized Servers.

- I resolved a critical issue at Orange by separating the HP OpenView monitoring tool from the HP OmniBack backup tool, placing them on separate servers within just **two weeks**, despite initial doubts. This separation reduced alarms from 75,000 to fewer than 2,000 per day. This split was considered impossible by Orange's IT.

- The OmniBack activities were transferred to the storage and backup team. I then optimized and stabilized the monitoring tool, extending its coverage to all IT domains and some Telco domains.

> ⚠️ **Despite several attempts to replace it after the outsourcing of operations to tech giants, the solution I implemented remained in use at Orange, proving its effectiveness and robustness.**

1999 – 2000, Freelance consultant for various local and international enterprises

Y2K migration project

- Successfully migrated over 500 PCs for an international SME from Windows 95 to Windows NT, with complete transfer of applications and data, using parallel deployment of system images via the network with Norton Ghost.

1998 – 1999, Freelance for Hewlett-Packard at Givaudan-Roure

Worldwide monitoring and backup

- Supervised worldwide monitoring and backup deployment, ensuring scalability, efficiency, and reliability.

1998 – present, Jan Affolter, ITS (CHE-104.801.264)

Foundation of Jan Affolter, ITS

- I founded my individual company Jan Affolter, ITS (CHE-104.801.264) with VAT number in order to work, as freelance, for Hewlett-Packard.

1997 – 1998, Swiss IT Manager, Photronics SA

Y2K Compliance & IT Infrastructure Design for New Office

- Designed robust IT infrastructure for new site operations.
- Certified IT equipment and software for Y2K compliance.

1996 – 1996, UNIX lecturer, Ecole d'ingénieur de St-Imier

Empowering Post-Graduate Engineers: Advanced UNIX Training for Real-World Application

Situation: I was approached by an educational institute due to my expertise in UNIX, with the aim of providing post-graduate training to highly skilled engineers, including graduates from EPFL. This audience had advanced technical knowledge but sought deeper insights into UNIX.

Task: Design and deliver a comprehensive UNIX training program that would enhance participants' skills, focusing on multiple UNIX versions and their selection based on specific needs. The program also required developing course materials, exam questions, and participating in examinations.

Action: I created detailed course support and examination materials, ensuring they highlighted the nuances between various UNIX versions. During the training sessions, I demonstrated real-world use cases, answered complex technical questions, and provided ongoing support for several months. I actively engaged participants in interactive discussions to help them grasp challenging concepts.

Result: The training enhanced participants' proficiency in UNIX, earning their gratitude for advancing their skills in a tough technical field. The institute recognized the quality of the program and my contribution by inviting me to participate in another post-graduate initiative

1994 – 2007, AD Networks Sàrl, Associate director and co-owner

Empowering Post-Graduate Engineers: Advanced UNIX Training for Real-World Application

- Founded AD Networks Sàrl with a colleague in order to answer increasing demand for IT services from individuals but also from small to medium companies in search of reliable IT services.