



Digital Transformation Visionary | Strategic Product Owner | Digital Solution Designer

Jan Affolter

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Immediately available

Executive Summary – What I Bring

Executive leader in digital transformation with 30+ years of experience, including 13 years in information systems engineering and architecture. I have directed large-scale global multicloud innovation programs (200–300 M€) at DXC Technology and led high-performance international teams across multiple regions. I excel at translating complex strategic visions into scalable, value-driven systems while ensuring enterprise-level governance, security, and alignment with business objectives. I served as a UNIX lecturer in a post-engineering program, combining academic rigor, systemic thinking, and operational pragmatism to develop advanced technical competencies and elevate engineers' skills and knowledge.

Core Competencies

Leadership & Management : Strategic leadership, organizational vision, high-level stakeholder alignment, enterprise risk governance, resource orchestration, long-term systems planning, prioritization of strategic initiatives, multicultural leadership across global teams (9–30 teams, 3+ continents).

Soft Skills : Adaptability in complex environments, resilience under pressure, integrity-driven decision-making, creative problem-solving, high-trust collaboration, strong ownership mindset, technical and strategic mentoring.

Technical Skills

Architecture Cloud & Multicloud: DXC Managed Multicloud, VMware, Microsoft Azure, ServiceNow, Dynatrace, IaaS/PaaS/SaaS/BaaS/CaaS, Infrastructure as Code (IaC), Microservices, Cloud Native, Kubernetes, KEDA autoscaling, MetalLB.

DevOps & Automation: CI/CD, Jenkins, GitHub, Ansible, JFrog, Docker, Terraform, Azure DevOps, container orchestration.

Data & AI: Python, PowerBI, SQL, OpenAI, Milvus, MinIO, LLM fine-tuning, RAG, Vector embeddings, Semantic search, Prompt engineering.

Databases & Storage: MongoDB, MySQL, PostgreSQL, Oracle, Milvus, MinIO (S3), Ceph.

Infrastructure & Networking: Linux (Ubuntu, RHEL, SUSE, Oracle), Windows Server, LAN/WAN/WiFi, firewalls, routing, DNS, DHCP.

Monitoring & Observability: MicroFocus OpenView, Elastic Suite, Dynatrace, Prometheus, Grafana, alerting, SLA metrics, ITSM dashboards (BAAS).

Programming & Development: Python, Shell, Perl, PowerShell, VSCode, Git, SonarQube.

Digital Trust & Cybersecurity: DevSecOps, IAM, compliance, risk governance, cloud security, blockchain security, decentralized identity, Internet Computer Protocol (decentralized Web3 infrastructure).

Systems & Operations: ITSM, ITOM, IT infrastructure architecture, disaster recovery, business continuity, global infrastructure scaling.

Experience

2019 – 2024 | Senior Product Owner, Global Multicloud Offering, DXC Technology

Led the modernization of the Managed Multicloud Solution; managed teams of 9–30 people across Asia, Europe, and the Americas. Delivered a full redesign of the ServiceNow operating model and ITSM architecture integrating

VMware, Dynatrace, and ServiceNow. Achieved full automation of the control-plane deployment, reducing delivery time from weeks/months to 1–2 days ($\approx 100\times$ cost reduction). Designed and delivered the multicloud API Gateway (MMAPIGW), enabling 3x faster integrations (300%) and a 5x reduction in maintenance effort (80% reduction). Implemented Quality Assurance Automation (QAA), achieving 1000% (10x) ROI. Consolidated VMware automation engines and delivered a fully automated Kubernetes CI/CD framework. Designed a multi-tenant ServiceNow CMDB architecture. Recognized by Everest Group for innovation in a global benchmark.

2017 – 2019 | Product Owner, Cloud VPC, DXC Technology

Led the agile transformation of a team from 5 to 9 engineers, supporting 28 VPC datacenters across 7 countries. Provided leadership for cloud ITSM architecture (monitoring, ticketing, CMDB). Implemented Scrum Agile, increasing development velocity by 20% and improving time-to-market. Delivered major system integrations: Platform X, ServiceNow, uCMDB, Dynatrace, ESL, NetBackup, Server Automation.

2015 – 2017 | Principal Engineer, VPC Cloud Architecture, Hewlett-Packard Enterprise

Architected global multiregion VPC cloud and ITSM solutions across 28 datacenters. Led multiregional engineering teams (China, India, Slovakia, USA). Delivered major deployments of critical systems aligned with global standards. Provided advanced monitoring architecture for the Sir Paul McCartney website.

2011 – 2015 | Principal Engineer, VPC Cloud Architecture, Hewlett-Packard

Designed and engineered multiregion cloud ITSM infrastructure across 28 datacenters. Built robust service-management frameworks ensuring scalability and operational efficiency. Coordinated major deployments and provided guidance to distributed engineering teams.

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

Supported production environments for 50+ enterprise customers. Delivered advanced infrastructure monitoring. Led outsourcing of operational activities to Bratislava teams: Swiss resources shifted from 90% operational tasks to 90% high-value projects. Developed the BAAS (Business Application Availability Status) real-time dashboard used for SLA measurement and 24/7 monitoring at Orange.

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

Led the transition of Swiss monitoring operations to cost-effective offshore teams. Produced process documentation, delivered offshore training, and defined performance monitoring protocols. Optimized ROI for Swiss employees and reduced operational costs through Bratislava operations.

2005 – 2008 | IT OSS Team Lead, Orange Communications

Architected OSS/BSS platforms for telecom operations supporting 10M+ subscribers. Developed a custom BAAS dashboard used 24/7 by IT management with integrated SLA metrics and ticketing tools. Designed robust infrastructure for critical telecom operations.

2002 – 2005 | Senior OSS Engineer, Orange Communications

Architected OSS/BSS (Operations Support Systems / Business Support Systems) for telecom operations; led migration of HP OpenView and OmniBack, reducing alarms from 75,000/day to <2,000/day within two weeks ($\approx 97\%$ reduction); optimized monitoring coverage across IT and telecom domains; delivered a solution that remained in production for 15+ years post-outsourcing.

2000 – 2002 | Freelance Consultant, Hewlett-Packard & Orange Communications

Deployed global monitoring and backup infrastructures (HP OpenView, OmniBack) with a focus on scalability, efficiency, and reliability. Optimized Orange's infrastructure across multiple domains.

1999 – 2000 | Freelance Consultant, Société Générale de Surveillance & Enterprise

Led Y2K migration of 500+ PCs from Windows 95 to Windows NT for an international SME. Delivered full application/data transfer and parallel deployment using Norton Ghost network imaging.

1998 – 1999 | Freelance Consultant, Hewlett-Packard at Givaudan-Roure

Deployed global monitoring and backup solutions for multinational operations. Designed scalable, robust infrastructure across 12 production sites.

1998 – Present | Founder, Jan Affolter ITS (CHE-104.801.264)

Independent IT consulting practice specializing in infrastructure and systems architecture. Clients include Hewlett-Packard and multi-sector enterprises.

1997 – 1998 | IT Manager Switzerland, Photronics SA

Managed IT operations for the European manufacturing division. Delivered Y2K compliance certification for IT equipment and software. Designed the IT infrastructure for a new manufacturing site.

1996 – 1996 | UNIX Lecturer, École d'Ingénieur de Saint-Imier

Delivered advanced post-graduate UNIX training for EPFL/ETS engineers. Developed curriculum, exam materials, and real-world production use cases. Provided enterprise-grade UNIX proficiency training.

1994 – 2007 | Co-Founder & Co-Owner, AD Networks Sàrl

IT consulting firm specializing in infrastructure services for SMEs and enterprises. Supported growing demand for both individual and collective IT services.

1991 – 1997 | UNIX Manager & Administrator, Tornos

Managed UNIX infrastructure for manufacturing production environments. Administered critical UNIX systems and supervised technical teams. Supported manufacturing control systems and CAD infrastructure.

Education | Certifications (Selected)

- SAFe 5.1 Agilist, Scaled Agile Inc. (2021)
- Professional Scrum Product Owner I, Scrum.org (2019)
- DXC Digital Solution Designer in AI & Analytics (2019)
- DevOps Dojo (2020)
- ITIL Foundation v3 (2008)
- Information Technology Strategy & Architecture (2011)
- Management Development Program (2005–2007)
- CFC Electronician, Microprocessor Option, Centre professionnel Tornos (1989)

Awards & Honors

- DXC Technology Rock Star Award – Leadership (Dec 2019, Geneva, Switzerland)
- Platform DXC Rock Star Award – Engineering, Buildathon 8 (Mar 2019, Plano, USA)

Languages

- French: Native
- English: C1–C2
- German: A1

Links

GitHub : <https://janaffolter.github.io/>

LinkedIn : <https://www.linkedin.com/in/janaffolter/>

References

Available upon request