

# Paul Blondiaux

**P.M.O / Country Manager / Project Manager / HR Management**

## Experiences

*October 2021 – Now*

**P.M.O. Country Manager • AG SOLUTION GROUP**

AG Solution offer a great experience in Automation Systems, Process Control, Data Management, as well as in MES/MOM production all within specific sectors of the industry.

More insights on my work at AG Solution:

- I lead my team of Industrial / IT engineers on operational intelligence matters, from onboarding to their daily working life, ensuring low turnover and higher happiness,
- I do some pre/post sales work to support Sales,
- I'm the project manager / supervisor and the efficiency keeper for AG's client industrial projects,
- I manage the daily life of our Lyon and Lille office from HR/Contractor/Finance/Security standpoint.

*June 2018–October 2021*

**Program manager / Service Delivery Lead • HCL Tech.**

HCL Technologies is a IT service with a worldwide network of R&D, innovation labs and delivery centers, and 124,000+ 'Ideapreneurs' working in 39 countries. Acting as Service Delivery lead in charge of for a big petroleum company under a global IT landscape Run & Build Program with the below scope & objectives.

- Run stream management with the help of Offshore Service Runtime managers.
- Involved in in project direction/management on Build stream.
- Local IT governance (both Run & Build) with client.
- Reporting (SLA/KPI) on Network, hosting (open system & mainframe)
- Client relationship on issues and new projects and escalation management



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### Skills :

- Team management
- Project management
- Change management
- Agile / Devops
- V cycle / ITIL
- Web development

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- Full ticket management (incident and service request management) together with reporting
- Commercial relationship (tenders / RFP/ business proposal)
- Allowing me to work on the following fields (hard & soft skills) :
- Governance and Pilotage tools & method management (ITIL/Prince/Sig Sigma)
- Fast decision making, team organizer and strong team leader.
- Service management strategic and innovation work
- Multi-skills team management (operational, transactional and ground - technical- level)
- Adapted to a multi-time zones / cultural / languages (English, French, Indian colleagues, to name a few)
- Large project / program management (2 000-man Days / year)
- Working under high pressure and manage client escalation.
- Working on Billing, contractual and financial topics (own domain CP management)
- Ensuring reportee recruitment and career plans, together with appraisals & goals.

*November 2014 – June 2018*

## **Digital Service Manager • COGNIZANT**

With over 50 delivery centers worldwide and approximately 200,000 employees as of December 2014, Cognizant is a IT services Fortune 500 company and is ranked among the top performing and fastest growing companies in the world.

- Service Manager for Digital for BIOMERIEUX: managing daily operational activities like ticketing, project management, governance, invoicing. on top of that I've also managed transition for more than 200+ apps in Digital and R&D domains and extra projects in IoT
- Project coordinator for MERIAL, acting as governance lead for a 40+ website rollout from SharePoint to Drupal, in both France and US

Amongst other, my duties were to:

- Determine operational objectives by studying business functions, gathering information and evaluating output requirements and formats.

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- Deliver services, driving service performance, while ensuring user satisfaction, service delivery and SLA achievement of the specific assigned business domains.
- Help in the process of onboarding of new applications, upgrades, Decommission and Consolidation within the Service Provider's gamut of services.
- Establish monitoring procedures and call duties where needed for all the scope of activities for the respective business domain.
- Defining escalation and support procedures
- Document communication plan
- Manage capacity planning requirements for its portfolio infrastructures.
- Communicate to the customer on RCA's and major changes.
- Be accountable for all P1's in the respective domain and maintain customer communication effectively.
- Understand the customers landscape in infra and application services scope and application workflow and infra deliverables.
- Participate in the crisis management calls and Major incidents.

*February 2012 – November 2014*

## **TYPO3 Project Manager • SODIFRANCE**

My mission at SODIFRANCE was to:

- manage TYPO3's projects, from start to delivery,
- manage a dev's team, partners, clients...
- deal with technical issues,
- quote projects for clients,
- be part of the TYPO3 French community,
- advice and make architecture around TYPO3,

And, of course, I also do TYPO3 templating, integrations ... and so on.

*January 2009 – February 2012*

## **TYPO3 Expert • AUSY / APX Getronics**

I oversaw:

- TYPO3 production Quality & business development

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- Developer's team Best Practice and Competences
- R&D around TYPO3
- Project Management
- Commercial Offer Building around TYPO3

Many other TYPO3 features and aspects...

*2007 – December 2008*

## **TYPO3 Architect • CYO**

CYO is a small web agency where I was in charge of:

- Project Management
- TYPO3 coding
- TYPO3 R&D
- TYPO3 Community management
- TYPO3 best practice
- TYPO3 business and CRM

*2005 – 2007*

## **C.T.O & FOUNDER • TYPO3.MAROC**

TYPO3 Morocco is a small web agency company, composed of freelancers and dedicated to TYPO3.

- Company management (finance, CRM, business, accounting, technical)
- Developing TYPO3 websites
- Recruiting clients

*2002 – 2003*

## **Account Manager • Home Shopping Europe (TV)**

In Charge of selling advertisement spaces on the national TV Shopping Channel

*2000 – 2002*

## **Webmaster • Pirelli – Cavi & Sistemi**

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As a webmaster dealing with TeamSite (from Interwoven) I had to manage:

- Content managers,
- Developers,
- Foreign webmasters
- Pirelli B2B (Cable@Pirelli)
- -any other aspect a webmaster should manage (HTML, PHP, Image Photoshopping...)
- Creation of the FRENCH TYPO3 Community

## Education

*1995-1996*

**Ecole de Gestion et de commerce, Valenciennes, FRANCE**

- International Commerce / Business Dev. Master

*1994-1995*

**European Business School, Paris, FRANCE**

- 3<sup>rd</sup> year in international Relations and Business

*1992-1994*

**I.U.T “Techniques de Commercialisation”, Dunkerque, FRANCE**

- 2 years studies on commerce and business management

## Spoken Languages

**French**

- Mother tongue

**English**

- Fluent

**Italian**

Fluent