



# Antoine Rakotozafy

Senior Consultant at IBM | Technical Product Owner at Club Med

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Tech-savvy, curious and passionate by technology. I'm working between Product Management and IT Architecture in an agile (Scrum) and bilingual context (English/French) for 4 years. With a growth mindset, I'm continuously learning about new technologies around AI, Data & Cloud and love to solve complex business challenges to offer a better customer experience.

## Main Skills

- ▶ **Soft Skills:** Leadership, Public Speaking, Teamwork, Problem solving, Positivity, Communication, Enthusiasm
- ▶ **Certifications:** PSPO I, IBM Design Thinking, T&T Industry Jumpstart, Architectural Thinking, IBM Agile Explorer
- ▶ **Technologies:** PHP, JavaScript, MySQL, C#, Python, CXOne Studio, Network (QoS, MPLS, SBC, Firewall, Proxy), SIP/RTP
- ▶ **Tools:** Nice inContact, MS Dynamics, Postman, Jira, Github, Office, MS Teams/Slack, Visual Studio Code, Adobe XD

## Work Experience

**Senior Digital Transformation Consultant | IBM | September 2018 - Present | Paris, France**

**Technical Product Owner (Omnichannel) | Club Med | September 2019 - Present**

- ▶ Lead the delivery of the new omnichannel sales platform in 15 countries, covering +70% of the WW BV, in under a year
- ▶ Own the roadmap to prioritize business requests. Decrease the time-to-market for optimization from 1 week to 1 day
- ▶ Design and architect solutions (Data, VoIP, microservices) to offer a seamless experience across our sales solutions
- ▶ Pilot multiple teams to integrate our platform into the ecosystem & manage relationships with partners based in UK/US

**Software Engineer (CRM) | Club Med | September 2018 - September 2019**

- ▶ Owned the CTI connector app with MS Dynamics from development to delivery including CI/CD pipeline & monitoring
- ▶ Worked in a cross-functional team in a complex & global technical environment (Network, BI, API, Archi, Telephony)
- ▶ Co-lead the migration from legacy to MS Dynamics Unified Client Interface to decrease page loading by 400%
- ▶ Developed, customized and improved the CRM based on user requirements which increased the use rate by 30pts

**Chief Technical Officer | Outwork Labs | May 2017 - August 2018 | San Diego, CA, USA**

- ▶ Developed a startup idea in 4 weeks from scratch: [MonthlyMillion.org](http://MonthlyMillion.org) (with up to 150 donors by month)
- ▶ Enhanced website performance by 50% by optimizing resources & leveraging browser caching
- ▶ Improved productivity by 100% by setting up project and development processes
- ▶ Increased workload by 150% by designing mockups, developing websites with Wordpress and launching in production

**Software Engineer (Full-Stack) | Total Energies | July 2015 - December 2015 | Paris, France**

- ▶ Designed, developed, & delivered web applications and hybrid mobile applications for up to 500 users
- ▶ Designed UI mockups with Sketch and prototyped with InVision to accelerate decision making by 100%
- ▶ Operated in one-week sprint (SCRUM). Wrote and prioritized user stories in the backlog based on stakeholders needs

## Extracurricular Activities

- ▶ TalentSpace Ambassador | TalentSpace (March 2019)
- ▶ Sensefiction Organizer | MakeSense (May 2017)
- ▶ Startup Weekend Orange County (CA) | 1st place | Participant as a UI/UX Designer & Front-End Dev (February 2017)
- ▶ Director of Innovation | Junior ISEP (August 2016)
- ▶ Startup Weekend Paris (France) | 2nd place | Participant as a UI/UX Designer (January 2015)

## Education

ISEP Engineer School - Master in Information Technology Architect

2014 - 2018 | Paris, France

San Diego State University - Study abroad (Entrepreneurship, MIS)

2016 - 2017 | San Diego, CA, USA

CPGE Lycée Louis Lachelin

2012 - 2014 | Annecy, France