



Antoine RAKOTOZAFY

Solutions Architect (EMEA) at Twilio | Previously Senior Consultant at IBM

+33 6 86 65 60 30 | antoine.rakotozafy@gmail.com | [LinkedIn /arakotozafy](#)

Tech-savvy and deeply passionate about the evolving landscape of **Data & AI**. With over 7 years of experience in technical **customer-facing** roles. Fluent in **English and French**, I love demystifying complex technical concepts for diverse audiences. Skilled in bridging **business and technical** domains, fostering innovation through global collaboration.

EXPERIENCE

Solutions Architect, EMEA | Twilio

Paris, France | Jan 2022 - Present

- Partnered with diverse EMEA customers, aligning Twilio's SaaS/API solutions with their business and technical goals
- Collaborated on GTM strategies and led solution implementations, ensuring client success and driving innovation
- Crafted solution blueprints, imparted best practices, and led implementations, ensuring client success
- Handled multiple assignments simultaneously, addressing diverse challenges and driving timely results autonomously

Senior Digital Transformation Consultant | IBM

Paris, France | Sep 2018 - Jan 2022

- Fostered relationships as a trusted advisor and identified opportunities within the customer ecosystem

| Lead Technical Product Manager (Omnichannel) | Club Med

Sep 2019 - Jan 2022

- Led omnichannel SaaS rollout in 15 countries, driving +70% of global revenue and managed cloud transition strategy
- Piloted cross-functional internal and external teams across the world to integrate our platform into the IT ecosystem
- Enabled dual-run data integration, linking CXOne system with legacy and modern data warehouses via API and ETL

| Software Engineer (CRM) | Club Med

Sep 2018 - Sep 2019

- Served as SME for cloud migration, leading the telephony scope and CRM enhancements boosting usage by 30%
- Worked in a cross-functional team in a complex & global technical environment (Network, BI, API, Archi, Telephony)

CTO | Outwork Labs

San Diego, CA, USA | May 2017 - Aug 2018

- Led pre-sales activities, from design to go-live and tailored client solutions with a focus on empathy and active listening

EDUCATION

Le Wagon | Data Science & AI Bootcamp: Intensive hands-on program in Python, Data and ML

Paris, France | 2023

INSEAD | Executive Program: Business Strategy and Financial Performance

Online | 2023

ISEP Engineer School | M.Sc.Eng. in Information Systems Architecture

Paris, France | 2018

San Diego State University | MIS & Entrepreneurship (Study abroad)

San Diego, CA, USA | 2017

MAIN SKILLS

- **Business:** GTM strategies, solutions architecture & consultancy, customer-centric solution design
- **Technical:** Cloud computing, data analytics platforms, API integrations with hands-on experience in SaaS solutions
- **Programming:** Python, SQL and machine learning libraries, system architecture and developing scalable solutions
- **Certifications:** Architectural Thinking, PSPO I, IBM Design Thinking

EXTRACURRICULAR ACTIVITIES

- **Kids Coding:** Educated 7-9 years old in tech literacy via Scratch, fostering computational thinking & problem-solving
- **Junior ISEP:** Directed innovation, created new offerings & trained 100+ students, recognised as an Award finalist