DAVID PUYOU - MBA

IT Director

LinkedIn: linkedin.com/in/david-puyou

Languages: French (Mother tongue C2), English (C1)

P: +1-438-738-8184 | **E:** david.puyou@kedgebs.com | **A:** Montreal, QC

SUMMARY

A **trusted, multifaceted** and **driven global IT leader** with **15+ years of experience**, including managing teams across 45 countries, who strives to find innovative technology solutions to create efficiencies and develop strategies to lead digital transformation while **aligning with business objectives**.

My objective is to lead a team where they take as much pride as I do in **creating solutions for our clients** and where, as an individual, my ability to **partner with the senior management team, solution-focused strategic thinking** and **entrepreneurial mindset** play a role in the **company's overall success**.

SKILLS

- Excellent communications skills; **bilingual** in **English** and **French** and ability to **communicate** with both **technical** and **non-technical audiences** at all levels of the organization
- **Experienced in the management of large-scale global projects**, including multiple **acquisitions**
- Capacity to build trusting relationships, **culturally savvy**, able to **collaborate** with **local** and **international teams**
- **Strong leadership skills, empathetic**, lead by example with a **collaborative style**, kind and reliable
- **Strong business acumen** and **analytical skills** to **improve cost-effectiveness**, processes and procedures
- **Strong project management skills** and **expertise** in designing, implementing and maintaining effective and reliable technological solutions to meet user and business needs using **Agile** and **Lean** methodologies
- Extensive background in systems design, programming, data management, troubleshooting, installation
- Experience in implementing and supporting ERP systems (including Microsoft and Sage), CRM (Salesforce)

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- **Development tool:** Microsoft Azure DevOps Services, Microsoft Visual Studio, AppSheet (No-Code)
- **Programming languages:** C#, ASP MVC, PHP, JavaScript, Jquery, Apps Script
- **Database:** SQL Server, Oracle
- Knowledge of fundamental principles of security and networking in IT
- **Ticketing system and project:** Jira and Mantis

PROFESSIONAL EXPERIENCE

IT DIRECTOR, International and Subsidiaries | Apave Group | Paris, France   **Since Feb. 2020**

Apave is an international group with over 150 years of experience in risk management and nearly 500,000 customers. With a turnover of €1 billion, Apave currently has 13,000 employees and an international presence in over 45 countries.

Scope: Defined and deployed an IT Core Model Strategy, including the Endpoint, Software, Infrastructure, Information System Security and IT Training aspects.

- Managed an **annual budget of €2M across 45 countries; provided cost-effective strategies** to eliminate redundancies and inefficiencies while keeping scalability, robustness, innovation, security
- Involved in **over 10 Due Diligence** and **M&A committees** for the company's new acquisitions; currently **managing the integration of a company with over 650 employees**
- Evaluated and recommended corporate information systems technology solutions
- Managed a team of 5 people and partnered with 45 subsidiary IT Managers to **maximize the utilization of existing business applications**, ensure **standardization, enhance technology platforms and leverage IT assets**
- **Led** an in-house business-critical application **project** (€1.1M budget, excluding evolutionary maintenance) to **centralize** and **consolidate data** for **90% of our subsidiaries** and that integrates 5 major ERP modules
- **Led a standardization project** in order to implement only one accounting software across the international organization and remove 40 individual software from each subsidiary to create consistency, cost-effectiveness and reduce errors
- Set policies, procedures, technical standards, methods and priorities for the International and Subsidiaries IT department
- **Negotiated** and **managed vendor relationships** in collaboration with the procurement and legal departments, including establishing a process for **evaluating new and existing vendors** and ensuring services delivered meet the required business objectives, as well as IT and security standards

■ **IT PROJECT MANAGER** | Pickup Services (DPD Group) | Paris, France　　　　　　**Sept. 2016 - Janv. 2020**

Pickup Services is the number one parcel delivery point network with 90,000 e-merchant customers. As a subsidiary of the French Post Office, the company is present in 30 countries with 80,000 relay points and delivers over 100 million parcels.

Scope: Strategic leader responsible for identifying the company's needs in order to design effective digital strategies, leading and orchestrating cross-functional IT projects to achieve digital transformation objectives.

- **Led Chronopost's** (transport equivalent of FedEx) **B2B and B2C strategic offers integration** into the Pickup Services information system for a monthly turnover of over €70K on key account customers such as eBay
- **Led the implementation project of 8,000 relay points in Brazil**, working in tandem with 9 other teams for 250 days to achieve the objective before the end of 2018. Developed, launched and managed a multi-application platform for the network implementation strategy
- Managed these 2 large-scale projects to interface with a Salesforce CRM system using Agile Scrum methodology, as well as the cost assessment and planning
- **Supervised the design and implementation of the functional and technical architecture** to connect the relay points with the transport system to ensure seamless communication between the 2 entities
- Gathered data, **analyzed KPIs**, prepared and presented reports to cross-functional management teams
- **Managed product design of innovative offers** for retailers to decrease the average waiting time for customers to pick up their orders and increase pickup relay retention
- **Enhanced food product order delivery process** by displaying in real-time on a map the orders placed by customers to optimize delivery routes leading to a **€10K/week cost savings**
- **Coordinated customer workshops**, requirements gathering and **steering committees**
- Supervised production runs for major functionalities every quarter

■ **PRODUCT OWNER & TECHNICAL CONSULTANT** | Capgemini & Eurogiciel | France　　　　**Jan. 2015 - Aug. 2016**

Scope: Client, Air Force - Army. **Defined ERP business requirements for operations management**

- Involved in the **pre-sales phase** and in the response to a **public invitation to tender**
- **Drafted** and **documented product specifications; defined the priorities for the deployment of functionalities** in conjunction with the customer; demonstrated product in front of senior army officers
- Conceptualized User Interface and User Experience Design

Scope: Client, Cdiscount - Discount retailer. **Managed a total of 30 developers in Morocco and India**
- Led the outsourced technical teams supporting the main application back office: CMS, ERP, WMS, PIM
- Provided **software architecture advice** to guarantee the scalability, resilience and security of the application
- Provided **programming advice** to ensure that the code was clean, efficient and easily maintainable and **developed new functionalities** for the company's core application with **hundreds of simultaneous user traffic**

■ **INTERNATIONAL DELIVERY PROJECT MANAGER** | Prodware | France　　　　**Apr. 2009 - Dec. 2014**

The Prodware Group is an integrator of ERP, CRM and management software solutions. It is the leading Microsoft partner in Europe and Sage partner in French-speaking countries. The company had a turnover of €172.4 million in 2020.

Scope: Managed a transversal team of 10 people, including Developers, ERP consultants, testers and operation engineers to develop a customizable e-commerce solution for B2B and B2C solution customers

- **Implemented a B2B and B2C solution** connected to the market's principal ERPs, such as Sage and Microsoft Dynamics, leading to the **launch of over 15 e-commerce sites**
- Provided digital marketing consulting to customers on SEO and social networks resulting in an **increase in visitor traffic** as well as a **5% increase in the conversion rate**

■ **WEB DEVELOPER** | Sage | France　　　　**Aug. 2007 - Apr. 2009**

■ **PROJECT LEADER** | Abaris | France　　　　**Apr. 2006 - Jul. 2007**

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🎓 EDUCATION & CERTIFICATIONS

- **Global Executive MBA** | Kedge Business School | Paris, France — **Mar. 2018 - Apr 2020**
- **Master's Degree, IT & Information System Expert** | YNOV | Bordeaux, France — **Oct. 2013 - Sep. 2014**

- **ITIL 4 strategist: Direct, Plan and Improve** | ORSYS | Paris, France — **Dec. 2022**
- **ITIL 4 foundation** | ORSYS | Paris, France — **Dec. 2020**

▌ HOBBIES

- Judo/Jiu-jitsu: 2nd Dan Black Belt, State Certified Instructor
- Shaolin Kung Fu: 1 year of intense practice in a Shaolin monastery in Denfeng, China
- Skydiving: License A