

Olivier RADEMAKERS

DIRECTEUR TECHNIQUE / DIRECTEUR DE PROJET — TECHNICAL DIRECTOR

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French – mother tongue

English – bilingual

OBJECTIVE

Technical leader with over 30 years of hands-on IT experience, spanning systems and network engineering, security, architecture, and operations leadership. Track record of taking full technical ownership of complex, mission-critical environments and turning around underperforming teams and systems. Looking to bring that depth in-house as Technical Director / Head of Delivery for a single organisation — ideally within an industrial, energy, or aerospace environment — investing in one company's long-term technical direction and sharing directly in what it builds, rather than managing it from the outside on a service contract.

SUMMARY

- 30+ years of technical leadership across systems administration, security, network engineering, and multi-cloud architecture — self-taught and hands-on throughout.
- Extensive experience owning technical direction and delivery for complex, mission-critical infrastructure: AWS, Microsoft Azure/AKS, Google Cloud Platform, private cloud, and traditional AIX/IBM Power environments.
- Proven ability to rebuild underperforming technical operations and stakeholder trust: turned one major account from 6/10 to a sustained 9/10 satisfaction, and successfully defended it through a competitive retender.
- Architected and led execution of large-scale cloud migration programmes, including a full US-to-Europe infrastructure move and a subsequent migration onto GCP built around an automated Landing Zone with shared, reusable modules.
- Led and grew distributed technical teams from 2 to 35+ people across France, Poland, and Romania; Agile practitioner (Scrum Master).
- Early career built at Schlumberger, an end-user industrial company — including on-site infrastructure work on an offshore oil rig — the kind of direct stake in outcomes I'm now looking to return to.

EXPERIENCE

Service Delivery Manager (technical & delivery leadership) — *Claranet*

Aug. 2021 – Present

- Hold full technical and delivery ownership of Claranet's most strategic accounts, across complex multi-cloud environments (AWS, GCP, Azure/AKS, private cloud, AIX/IBM Power) and enterprise networking.
- Built technical credibility from the ground up as lead engineer and Scrum Master for Air Liquide, the business unit's largest and most profitable account, before concurrently leading a second major account (Somfy) for ~9 months.
- Took over a strained technical relationship at Unibail-Rodamco-Westfield (URW, 6/10 satisfaction); led a 3-person engineering team through a full AWS US-to-Europe infrastructure migration, then architected and executed a further migration from AWS to GCP built around an automated Landing Zone with shared, reusable modules.
- Rebuilt trust to a sustained 9/10 satisfaction and successfully defended the account's technical delivery through a competitive RFP in early 2025.
- Took on technical leadership of Rubix, one of Claranet's largest and most complex accounts (multi-year, multi-million-euro contract), spanning AIX/IBM Power, AWS, Azure/AKS, private cloud, and networking.
- Currently lead technical delivery across four accounts spanning very different stacks — enterprise multi-cloud infrastructure (URW), Kubernetes on AWS (Asmodee), operational L1 support (TF1), and Medicea — managing lean, high-performing engineering teams and owning technical outcomes end to end.
- Negotiate headcount and team structure to match technical workload, having driven the shift from external contractors to lean, fully dedicated in-house teams (2–3 engineers per account).

Service Delivery Manager (technical governance) — *Atos Big Data & Security*

Jan. 2019 – Aug. 2021

- Cross-functional and engineer management across three countries (~25 in Poland, 10 in France, 5 in Romania).

- Chaired steering, project, and technical committees; acted as primary technical point of contact on day-to-day delivery.
- Owned technical and operational performance against SLAs; managed requests, changes, and major incidents.
- Identified technical improvement and modernisation opportunities; tied delivery decisions to contract economics.
- Remained the final technical escalation point for the support engineering team.

Project Manager — *Atos Big Data & Security*

Sep. 2017 – Dec. 2018

- Planned and organised the transition of IT support provider.
- Led the migration of Ironport to Proofpoint (boundary mail services).
- Coordinated between client and support teams as SPOC and translation service; planned solution training for all support staff.

Senior Architect & Pre-Sales Engineer (Solutions Architect) — *Atos Big Data & Security*

Jan. 2017 – Sep. 2017

- Built from scratch a complete infrastructure based on McAfee Web Gateway: internet access, routing, networking, Active Directory, web, FTP, and syslog services.
- Technical expert during onsite client presentations; ran operational and stress tests with the client. Received Atos' merit award.
- Worked for a prospect client on workplace security; designed an antivirus and hard-drive encryption offer, drafted the P&L for the bid, and acted as technical consultant for the SOW.

Application Manager / Technical Project Manager — *Atos Global IT – Unified Communication*

2014 – 2017

- Helped design and build the global mail platform used by atos.net and subsidiary domains; ran solo the project to migrate all ~80 Atos GBUs onto it within one year, on schedule.
- Ran the 18-month project integrating Bull's worldwide SMTP infrastructure into the Atos landscape.
- Guaranteed the wellbeing of Atos' mail platform, leading a team of 5 engineers in Poland; enforced Atos policies and integrated M&A mail landscapes (Bull, Unify, Xerox ITO).
- Decommissioned legacy servers, set up Exchange Federation Trusts with newly acquired companies, and coordinated SMTP projects including migration to O365, Distribution List migration to EOLE (SYMPA), and a strict SPF record on atos.net.

System and Security Engineer — *ATOS Infogérance – Network & Security Solutions*

2004 – 2014

- Managed internet infrastructure (DNS, proxy, SMTP, LDAP, VPN, Cisco PIX/ASA) as main technical operator for high-value clients.
- Managed Anti-Spam SMTP services (Sendmail, MIMEDefang, SpamAssassin) for mutualised and dedicated clients; developed tooling in PHP, Perl, and Shell.
- Merged and transformed LDAP infrastructure during new customer integrations (Atos, GDF, RTE); converted an operational iPlanet SunOne Directory server to OpenLDAP.
- Designed and built global frameworks for *nix system backup/versioning and for user/SSH key deployment across Atos and its main customers.
- Built an open-source replica of Sun's iPlanet Messaging Server (Perl, Shell, Sendmail, Courier, OpenLDAP, RoundCube), and a self-provisioning mail server integrated with corporate LDAP.

Network Solutions (Unix & Windows NT System Administration; Helpdesk & PC Desktop Support) — *Schlumberger*

1997 – 2003

- Unix and Windows NT system administration.
- Helpdesk and PC desktop support (1997–1999).

Windows & Unix Systems — *Schlumberger — CISEXPERTISE*

1993 – 1997

- Windows environment: Active Directory, DNS, DHCP, WINS, IIS, MS Proxy, MS Exchange.
- Unix environment: Solaris, Linux, DNS (BIND), Squid, Apache (web/reverse proxy), LDAP (OpenLDAP & iPlanet DS).
- SMTP stack: Sendmail, Postfix, PureMessage, MIMEDefang/SpamAssassin, iPlanet Messaging Server, McAfee E-mail Gateway, Ironport, MS Exchange.

EDUCATION & TRAINING

- **1994** — Centre National des Arts et Métiers — evening course, Algorithms and Programming (ADA, CAML).
- **1993** — Institut Européen Informatique — Analyst/Programmer training on IBM AS/400 (RPG 400, COBOL, Control Language, Unix environment).
- **1991** — International Baccalaureate — American School of Paris.

DIVERSE

- **2010** — Sauveteur Secouriste du Travail (workplace first-aid certification).
- Sports & interests: snowboarding, skydiving (A licence), fitness, guitar, Arduino & Raspberry Pi / homelab projects, photography, Jiu-Jitsu, leadership and parenting.