

# EMMANUEL GENESTEIX

## IT Project & Transformation Manager — Freelance

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### WHAT I DO

I help organisations structure, transform and secure their IT. Whether it's a migration, a merger, a compliance gap or a lack of governance. I take ownership, coordinate the teams and deliver results.

### AREAS OF INTERVENTION

- IT transformation & migration: ServiceNow, CRM, data migration, system consolidation
- IT governance & PMO: structuring from scratch, project portfolio, budget, executive reporting
- Service delivery management: SLA, vendor governance, KPI dashboards, continuous improvement
- Compliance & risk management: ISO 27001, NIS2, DORA, audit preparation, remediation
- Business digitalization: front-end digitalization, process automation, vendor selection
- AI facilitator: AI agents for cybersecurity, GRC compliance audit automation, AI-assisted programming

### SELECTED ENGAGEMENTS

#### IT Governance, Compliance & AI — *AgileVizion* (own consultancy) — [www.agilevizion.com](http://www.agilevizion.com)

##### 2024–Present | Luxembourg

- ISO 27001, NIS2 and DORA gap analysis, audit preparation and remediation planning for clients **SJL Avocats**, **Parametriks**
- Development of policies, procedures and risk assessment frameworks

#### Service Delivery Transformation — *European Commission, DG DIGIT*

##### 2020–2023 | Luxembourg

- Management of an IT service request orchestration platform serving 20+ directorates-general and 2,000 users: automation rate raised to over 80%. Team of 14 contractors, budget >€1M
- ServiceNow migration (€500K): piloted end-to-end: BMC replacement, CMDB migration, service catalogue redesign for 2,000 users
- Vendor management of 14 ICT contractors: contract compliance, performance reviews, SLA enforcement, cost control
- Built business continuity & disaster recovery plans from scratch (Ukraine crisis context)
- Led ISO 27001 gap analysis and security remediation (API hardening, server decommissioning, patch management)
- Contributed to the call for tender specification for the managed services contract renewal (>€500M)

#### Business Digitalization — *Société Générale, Sogelife*

##### 2017–2020 | Luxembourg

Life insurance subsidiary, ~100 employees, €10Bn Assets under Management. CSSF/CAA-regulated.

- Board presentations and obtained Executive Board approval for the digital roadmap
- Front-end digitalization of business processes, vendor selection, cross-functional coordination
- Regulatory framework for electronic signatures across 5 European countries (eIDAS)
- Benchmarking and selection of third-party solutions for AML client screening

#### IT Governance, PMO & Data Migration — *Luxaviation Group, Q-Leap*

##### 2014–2017 | Luxembourg

IT subsidiary of the world's No. 2 private aviation group. ~500 employees, EASA-regulated. Reporting to CIO and Executive Board.

- Built the IT governance framework from scratch using COBIT 5: project selection matrix, roadmap, tracking indicators, Executive Board reporting
- Created and structured the PMO function: PRINCE2 and Agile/Scrum methodology, steering committees, phase-gate reviews

- Managed portfolio of 15 projects, budget grown from €600K to €1.8M over three years
  - CRM data migration: consolidated local CRMs across group entities into Salesforce group-wide
  - Co-defined security policies: least privilege, zero trust, BYOD, data segregation
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### **IT Project Management — *CGI***

**2010–2013 | Paris**

Test strategies, acceptance testing campaigns and incident management for Crédit Agricole Consumer Finance and Lafarge.

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### **IT Project Manager (HRIS) — *Talentsoft***

**2002–2009 | Paris**

End-to-end delivery of HR projects for 30 major accounts: requirements, testing, deployment, training and post-go-live support.

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## **CERTIFICATIONS**

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PRINCE2 Practitioner | Change Management (APMG) | SAFe 5 SPC | AgilePM | Scrum Master | ITIL V4 | ISO 27001 Lead Implementer | ISO 27001 Lead Auditor

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## **EDUCATION**

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Executive MBA: IE Business School | Master in Law: Paris II Panthéon-Assas | Master of Science / MSIE: ESCP Europe

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## **LANGUAGES**

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French: Native | English: Fluent (daily professional use for 10+ years)

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## **TOOLS & FRAMEWORKS**

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ServiceNow · Salesforce · Qlik · JIRA · Confluence · MS Project · Excel (advanced)

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## **PERSONAL INTERESTS**

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AI · Forest hiking · Travel · Family time