



# ICHAM BERREGHIOUA

## IT Platforms Governance Leader

46 years old

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### Specializing in Multi-Environment Governance & Standardization

*My role is not to be an expert, but to create conditions where each expertise can fully express itself while contributing to a common goal. I thrive to manage dependencies between subject matter expert outputs to assemble them as collective "métier" outcomes.*

As a catalyst for technical transformation, I navigate complex deployment lifecycles across development, quality assurance, acceptance, and production spheres. I create ecosystems where stability and innovation naturally coexist by establishing clear validation gates and handling environment-specific parameters.

Within Agile frameworks, I employ a structured methodology that begins with people and processes before determining technical solutions. This human-centered methodology, rooted from my work ethic, fosters precision, efficiency, and integrity throughout the entire workflow. Inside these agile contexts, I focus on translating specialized knowledge into business value while respecting scope, schedule, and resource limitations. The result: scalable platforms that serve business needs through streamlined collaboration.

*« For the things we have to learn before we can do them, we learn by doing them. » Aristotle 384–322 BC*

## SKILLS

### Languages

English: Professional working proficiency (B2).

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### Leadership & Management:

- Environments & Configuration Management,
- Technical Dependencies Management,
- Cross-team Technical Coordination & Arbitration,
- Risk Management & Service Continuity,
- Technical Communication & Documentation,
- Roadmap Management & Strategic Planning.

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### Technical Expertise:

- API Governance & Integration Architecture,
- Integrated Environments Configuration & Services Release Management,
- DevOps, CI/CD Pipeline Processes Implementation,
- System Observability & Cross-environment Monitoring.

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### Methodologies & Standards:

- OSI Model as systems communication framework,
- API-First as design approach,
- DevOps as cultural mindset,
- ITIL / TSDANC as service management framework,
- Agile and waterfall as project management methodologies,
- GitOps as operational framework.

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## Key Project: Middle Office eXchange (i.e. MOeX) Platform Environment Standardization Initiative

- Implemented three-stage release process (VALIDATE-CREATE-DEPLOY) across DEV→QA→ACP→PROD environments
- Minimized cross-environment inconsistencies through standardized deployment protocols
- Drove declarative YAML-based deployment configuration contracts with environment-specific overrides
- Enhanced deployment efficiency using differential deployment technology
- Established automated dependencies validation gates between environments
- Developed Git tagging system and ELK dashboards for real-time environment monitoring
- Standardized testing using Postman collections and reference transaction logs

## EXPERIENCES

### Head of Cross-Functional IT Platforms Governance

Touring Club Suisse - Since June 2022 - Switzerland



Technical oversight of mission-critical integration "*MOeX Platform*" thanks to the "*MOeX Team*" composed of 8 Subject Matter Experts (no direct reports), ensuring non-functional requirements across:

- 1.5 million members
- 2.5 million insurance policies
- 400,000 annual interventions
- 340+ exposed APIs

#### Leadership & Governance:

- Member of TCS Architecture Board
- Founder and co-facilitator of TCS Technical Architecture Review Board
- Technical authority for IT Platforms non-functional requirements
- Technical Product Owner of the MOeX integration platform

#### "MOeX" Platform Governance structured across:

##### Control Plane:

- Orchestrating platform component configurations and deployments
- Managing secure release lifecycle across environments
- Coordinating deployment activities between technical teams

##### Data Plane:

- Processing and routing business transactions within the integration ecosystem
- Ensuring reliable runtime operations for integration flows
- Managing dependencies between integrated components

##### Management Plane:

- Comprehensive monitoring of Data Plane traffic and performance
- End-to-end tracking of Control Plane deployment activities
- Providing visibility on environment configurations

#### Key Technical Achievements:

40% reduction in production issues achieved through:

- Component-specific templates implementation for streamlined artifact building
- Standardization of deployment processes across environments
- Unified CI/CD pipeline establishment through standardized build and deployment processes
- Definition of OPS-validated integration patterns ensuring production readiness at design phase

60% improvement in design-to-delivery timeframes via:

- Development of self-service tools through GitOps
- Optimization of technical experts and resources allocation
- Standardization of deployment processes with clear validation gates

## IT Solutions Architect

Touring Club Suisse - January 2020 to May 2022 - Full-time - Geneva - Switzerland



### Architecture & Integration:

- Led design, build & deployment of 30 communication interfaces for our new insurance policy center solution,
- Developed an API-First integration framework structured in three areas:
  - Enterprise Core Systems for applications with long release cycles and complex testing environments,
  - API Integration Layer for standardized systems exchanges,
  - Agile Applications Ecosystem for applications with rapid release cycles.

### Environment Standardization:

- Established "System Process" diagram templates to represent end-to-end interactions, including AAA security frameworks and integration patterns,
- Transformed manual practices into formal environment-specific configuration standards and documentation,
- Enhanced cross-team collaboration through accessible technical documentation.

## Senior Network & Security Engineer

Touring Club Suisse - April 2011 to December 2019 - Full-time - Genève - Switzerland



### Infrastructure & Middleware:

- Supported selection & implemented platform technologies, establishing foundation for our New Integration Platform,
- Designed and deployed it as a three-tier platform with clear separation of concerns:
  - API Gateways - as Single Point of Secure Access for Data in Transit,
  - Enterprise Service Bus - as Single Point of Orchestration for Data in Transit,
  - Message Queues - as Single Point of Safety for Data in Transit,
- Redesigned and deployed Internet Edge infrastructure for multi-environment CRM SaaS access.

### Service Continuity:

- Implemented automated failover procedures between production and disaster recovery environments,
- Designed and implemented high-availability architecture with environment-specific redundancy levels across DEV, QA, ACP and PROD thus enhancing protection for production systems,
- Conducted periodic HA/DR testing according to FMEA scenarios.

## Network & Security Engineer

Touring Club Suisse - March 2008 to March 2011 - Full-time - Geneve - Switzerland



- Executed zero-downtime Data Centers migrations with minimal impact across systems and applications environments,
- Disaster Recovery architecture implementation for critical systems (CRM, case management, policy center),
- Optimized WAN performance and consolidated IT services according environments constraints,
- Ensured security compliance across DEV, QA, ACP and PROD environments.

## Previous Experience

British Telecom, Orange Business Services & other IT services company - July 1998 to February 2008

- **Network & Security Engineer** | IT services company, France | 2007-2008
- **Technical Support then Network Operations Center Support** | IT services companies, France | 2002-2007
- **Global Customer Assistance Tech Support** | British Telecom, Netherlands | 1998-2001

Key skills: Incident management (ITIL/TSDANC methodologies), network & security infrastructure deployment, technical documentation standardization & cross-team coordination across distributed systems and environments.

## EDUCATION

### DUT Génie des Télécommunications & Réseaux

Institut Universitaire de Technologie de Béthune (62 - France)

September 1996 to June 1998