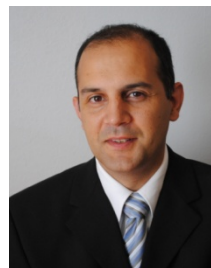


# Laurent Pitoiset

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laurent@pitoiset.net  
French nationality



## IT Director – Internet Policy Advisor

### EDUCATION

#### **Executive MBA**, expected 2011

EML - EM Lyon Business School (Lyon, France and Shanghai, China)

Ranked #10 European Business School

Full-time Executive Master of Business Administration, with concentration on innovation strategy and marketing

MBA Research project on “Internet Trust: standards and policy making” in collaboration with **ISOC – Internet Society, Interpol, Yahoo and the French CNIL**

#### **Masters of « IT Engineering»**, 1997

CNAM - Conservatoire National des Arts et Métiers (Grenoble, France).

#### **License degree of « Computer software »**, 1993

University Pierre Mendès France (Grenoble, France).

#### **HES-SO**, 1989 - 1992

Ecole d'Ingénieurs de Genève (Geneva, Switzerland)

IT Engineering

### PROFESSIONAL EXPERIENCE

#### **Yahoo!**

#### **Director, Internet Service Engineering**

Grenoble (France) / London (UK) / Sunnyvale (US)

2008 – 2010, 2 years

Internet services [www.yahoo.com](http://www.yahoo.com)

Directed **operational activity and infrastructure** of some of the most strategic Yahoo products including Yahoo Answers, Front Page, Entertainment and Finance in a global, 24\*7 environment.

Managed distributed operational teams in France, US and UK – **30+ employees** comprising of Web services Developers, IT Architects, performance engineers, security specialists and systems administrators to ensure internet services **high availability, performance, reliability and security**

- Ensured that the company's **IT investments** are aligned with its **strategic business objectives**
- Provided the strategic guidance and thinking in the design and development of major technical initiatives to support strategic business programs, **enhance revenue growth** as well as **decrease CAPEX costs by 20%**.
- Managed budget – **\$5 million** / year - and resources for the activity, defined strategy and capacity management, initiated projects
- Successfully implemented worldwide 24\*7 support model and tools. **Decreased major incidents by 90%**
- Built international web operations teams and capacity planning for large-scale infrastructure projects. Data center operations, high availability, disaster recovery and general Business Continuity Planning
- Accountable for Global Quality of Service. Analyzed and improved Product performance

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**Convera Corp.****Director, Internet Projects**

Montreal (Canada) / Carlsbad (US)

2004 – 2007, 4 years

Documents indexing and retrieval solutions [www.convera.com](http://www.convera.com)

As part of the company's vertical search engine development, responsible for the management of international Internet and computational linguistics projects.

- Direction of **IT and computational linguistics projects** from initial analysis, risk assessment, work organization, progress tracking, quality management, to full implementation.
- Recruitment and management of project team members located in California and Canada. Management of a total **35 employees** and contractors remotely located. Outsourcing management
- Responsible for progress reporting and communication with company stakeholders
- Deployment of an online multilingual collaborative work environment
- Creation of a multilingual semantic network comprising of linguistic resources including taxonomies, ontologies and semantic entities

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**Citibank****IT Financial Projects Manager**

London (UK)

2001-2002, 9 months

[www.citigroup.com](http://www.citigroup.com)

- Analysis of customer requirements
- Production of web-based prototypes
- Setup of software and database architecture
- Management of a small development team

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**Hewlett Packard****Internet Projects Manager – Community manager**

Grenoble (France)

1997 – 2001, 5 years

[www.hp.com](http://www.hp.com)

- Leader of a support team comprising of **10 support engineers**.
- Recruitment and training of new team members
- Setup of a 24\*5 worldwide Internet support service
- Creation of **Service Level Agreements** - SLAs
- **Internet Project management**, development of Internet web sites
- Responsible for the administration and **community management** of the first HP community website

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**LANGUAGES**

French

English

German

Mother tongue language

Bilingual - TOEIC : 990/990

Working knowledge