





Antoine Rakotozafy

Solutions Architect at Twilio | Previously Senior Consultant at IBM

 /arakotozafy | Portfolio <https://arakotozafy.me>

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Tech-savvy, curious and passionate about technology. With 5+ years experience in **customer-facing** roles and bilingual context (**English/French**). Enjoying being at the intersection of business and tech in the Customer Experience domain. Always wearing the customer shoes to help them drive their **digital transformation**, by connecting teams from different technical backgrounds and managing relationships with **global partners**. Love to solve problems and simplify complex technical notions/concepts.

Main Skills

- ▶ **Industry Knowledge:** Omnichannel SaaS (Flex, CXOne), CRM (Dynamics, Salesforce), VoIP, DevOps, Security, Identity, CDP
- ▶ **Programming Languages:** JavaScript (Next/React/Node), PHP, MySQL, HTML/CSS, Java, Python, Swift
- ▶ **Certifications:** PSPO I, Architectural Thinking, IBM Design Thinking, T&T Industry Jumpstart, IBM Agile Explorer

Work Experience

Solutions Architect (Pre/Post-Sales) | Twilio

Paris, France | Jan 2022 - Present

- ▶ Work with EMEA enterprise customer (IC to C-level) from different industries: BPO, Gaming, Retail, Banking, Education
- ▶ Collaborate with AE, SE and partners in pre-sales cycle to scope SoWs on Twilio stack (SaaS/APIs) and customer requirements
- ▶ Design solution documents, share best practices, advise customers while implementing to deliver successful solutions
- ▶ Manage multiple assignments simultaneously on different problems, work independently to drive projects to completion
- ▶ Improve the answering rate from 70% to 90% by creating a deflection strategy in an existing IVR receiving 200K monthly calls

Senior Consultant (Digital Transformation) | IBM

Paris, France | Sep 2018 - Jan 2022

● Technical Product Owner (Omnichannel) | Club Med

Sep 2019 - Jan 2022

- ▶ Owned the roadmap to maximise business outcome, during the pandemic, to migrate from on-premise to cloud
- ▶ Led the delivery of the new omnichannel sales SaaS in 15 countries, covering +70% of the global revenue, in under a year
- ▶ Designed solutions architecture (Data, VoIP, API, CRM) to offer a seamless experience across our sales solutions
- ▶ Piloted cross-functional internal and external teams across the world to integrate our platform into the IT ecosystem

● Software Engineer (CRM) | Club Med

Sep 2018 - Sep 2019

- ▶ Owned the telephony scope from development to delivery including CI/CD & monitoring. SME for the move-to-cloud RFP
- ▶ Worked in a cross-functional team in a complex & global technical environment (Network, BI, API, Archi, Telephony)
- ▶ Co-led the migration from legacy to MS Dynamics Unified Client Interface to decrease page loading by 400%
- ▶ Developed, customised and improved the CRM based on user requirements which increased the use rate by 30pts

CTO | Outwork Labs

San Diego, CA, USA | May 2017 - Aug 2018

- ▶ Responsible for pre-sales from defining the overall design, scope and timeline through implementation to go-live
- ▶ Developed an idea in 4 weeks from scratch MonthlyMillion.org, a fundraising subscription-based lottery (+150 donors)

Software Engineer | TotalEnergies

Paris, France | Jul 2015 - Dec 2015

- ▶ Co-animated discovery workshops, using design thinking, to scope POC that will be delivered in one-week sprint
- ▶ Designed (UI), developed & delivered (Azure) web applications and hybrid mobile applications for up to 500 users

Extracurricular Activities

- ▶ **Kids Coding (2022):** Teaching computational thinking and problem solving skills to Grade 3-5 students with Scratch
- ▶ **Event organisations:** TalentNight by HandShake, SenseFiction by MakeSense, Hustle Starter
- ▶ **Junior Enterprise:** Director of innovation - Created new offerings. Trained 100+ students to web dev. Engineer award finalist.
- ▶ **Startup Weekend:** 1st in Orange County (Recommandation app for undecided people) & 2nd in Paris (Digital menus SaaS)

Education

ISEP Engineer School | M.Sc.Eng. in Information Systems Architect

Paris, France | 2014 - 2018

San Diego State University | MIS & Entrepreneurship (Study abroad)

San Diego, CA, USA | 2016 - 2017