

# VIRGINIE HÉLOIRE

IT Leadership Partner | Enterprise Architect | Head of Architecture

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## EXPERIENCE

### Group Head of Architecture

Thomas Cook Group

📅 November 2015 – October 2019    📍 Ghent/London

- Established the Architecture framework and built up / led the enterprise architecture team. Primary focus when I joined the company has been to align Business and IT strategy, to provide the best IT response to business objectives across markets, and then to define technology directions & standards for the enterprise.
- Onboarded solution architecture practice and team with the remit to design our enterprise solutions, and communicate, educate and govern target architecture and road map across all the enterprise.
- Changed the IT architecture to automate product sourcing, enable real time customer interactions, personalise and improve pertinence of product offers, and develop mobile customer services.
- Encouraged my team to lead the change of the IT organisation to move from traditional waterfall project led delivery to product led delivery with a more agile approach and continuous delivery (following the Spotify model).

### Enterprise Architect / Design Manager

Kingfisher

📅 April 2007 – October 2015    📍 Lille/London/Hong Kong/Moscow

- Delivered the Enterprise Architecture and IT road map for the group, encompassing technology, application and information which optimised cost of ownership, robustness, flexibility and long term supportability.
- Standardized applications and data through the implementation of recommended solutions designs and constant guidance to delivery teams.
- Managed a team of solution architects and business analysts, and led the design of SAP, ensuring alignment of solutions to business requirements and IT standards & patterns.
- Led solution choices and recommendations to business stakeholders to maximise business benefits and solution reuse across markets.

### Helpdesk manager, responsible for IT support & maintenance

Camaieu

📅 September 2006 – April 2007    📍 Lille/Milan/Warsaw

- Managed IT support teams in the different countries, in the different sites, optimising processes, based on ITIL standards.
- Implemented a centralized and international Help Desk Solution through IT outsourcing.
- Coordinated IT operations for shops' opening and revamping.

## MY LIFE PHILOSOPHY

*"A person cannot fully find himself except through a sincere gift of himself."*

## MOST PROUD OF

📍 **Built a group architecture function**  
Starting with enterprise architecture and then solution architecture practice and team

🌐 **Designed enterprise solutions end-to-end**  
Supported the transformation of an organization designing digital, data and backend systems

🏆 **Never afraid of a new challenge**  
Took the risk to move out of comfort zone and became a respected IT leader

## STRENGTHS

Team leadership    Project leadership  
Engagement and Focus    Result driven  
Stakeholder management    Influence

Business Architecture    Data Insight  
Architecture Practice / TOGAF

## EDUCATION

Masters degree (D.E.S.S) Sourcing & Supply Chain

University of Valenciennes

📅 1997 – 2002

## EXPERIENCE - CONTINUED

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### Project Manager / Design Lead

#### Soft Solutions

📅 October 2003 – September 2006 📍 Lille/Beirut/Madrid/Toronto/New York

- Managed conception and development of data management & BI solutions.
- Contributed to Presales, coordinating RFPs and Proofs of Concept.
- Speaker in conferences and retail trade shows on MDM & BI.

### Carrefour Group - Group MDM (Master Data Management)

- 21 pers. on 3 sites: Madrid, Lille and Beirut
- 2000 men/days – Budget: €4500K - 2 years project
- Managed pre-sales, project scope and plan, transfer of Competency
- Designed Carrefour master data solution across banners and countries

### Cora Match - Group PIM (Product Information Management)

- 13 pers. on 3 sites: Paris, Lille & Beirut
- 800 men/days – Budget: €1800K - 2 years project
- Specified and configured the solution for the different brands and markets
- Managed the Go-Live coordinating testing, data migration and integration

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### Business Analyst

#### Eurotunnel

📅 April 2002 - November 2003 📍 Calais/Folkestone

- Coordinated the implementation of SAP Supply Chain module (SAP MM) across UK & FR: business requirements, data cleaning and data migration, integration tests, project communication, end users' training and change management

## SKILLS

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IT Strategy ●●●●●

Enterprise Architecture ●●●●●

Team Management ●●●●●

IT Transformation ●●●●●

Change Management ●●●●●

Data Management / BI ●●●●●

Retail ●●●●●

## LANGUAGES

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English ●●●●●

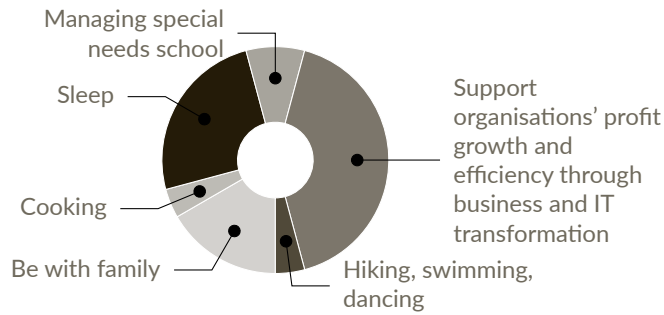
French ●●●●●

German ●●●●●

Portuguese ●●●●●

## A DAY OF MY LIFE

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## CORE COMPETENCIES

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### IT Transformation

Multiple experiences leading business and IT simplification and standardisation; Led architecture for several enterprise-wide transformation programmes in alignment with IT strategy and C-executive stakeholders' expectations.

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### Team Management

15 years' experience managing both junior and senior architects, designers, analysts and developers, on multiple distant sites and countries.

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### Expertise in Data

Designed and delivered data management and Business Intelligence solutions, and more recently grew expertise in event driven architecture and personalisation.

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### Technology

- Experienced in home made digital & data insight platform development
  - Experienced in deploying Microsoft Azure and AWS data platforms
  - Experienced in implementing SAP solutions. Certified for SAP F&R, MM, FICO, SAP BW on HANA
  - Expertise in Microsoft, JDA, Oracle, IBM, Adobe, Opentext and STIBO software suite implementation, in many organisations
  - Expertise in Retail, Travel and Airlines systems
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### Certifications

Certified and experienced implementing and personalising TOGAF standards, Enterprise and Solution Architecture developments methodology and architecture templates and frameworks for the enterprise

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### Sales & Marketing, Fundraising & Event management

- Research of prospective customers & Pre-sales
- Contract Negotiation and maintenance
- Customer portfolio management
- Marketing strategy & operations
- Stakeholder management

## INSPIRED BY

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### 👥 People

#### Jérôme Lejeune

Father of modern genetics, Discoverer of Down Syndrome causes. We are all different: we are called to follow our very unique path and support each other to feel unique! I believe that the beauty of life is when we truly become ourselves.

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### 🏢 Companies

#### Gartner

Gartner leadership partner team and research portal have always been great sources of information to document recommendations and get informative feedback on new ideas.

#### Lego

A great inspiration for both my professional drive to innovate, do it right and make a real difference, and also my personal goals to support children development through ludic activities.