

# Icham Berreghioua

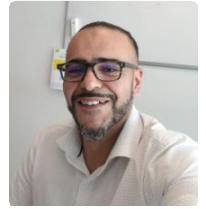
## IT Integration Platforms Leader & Technical Catalyst

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**Technical Integration & Automation Leader** specializing in backlog management and prioritization, bridging business requirements with critical platform capabilities including performance, security, and reliability. I orchestrate the design, build, and delivery of cross-system exchanges, ensuring robust **release management** through **CI/CD pipelines** and **IaC processes**. This approach has proven to significantly enhance the stability of information systems where these exchanges take place.

My passion for IT is reflected in a work ethic founded on precision, efficiency, and integrity. Within an Agile framework, I employ a structured methodology that consistently starts with **the people** and processes involved before arriving at the appropriate solution. This enables us, **as a team**, to develop and maintain **scalable middleware platforms** that not only meet business needs but also deliver on performance and resilience (*SLAs*) while balancing scope, schedule, and budget constraints.

« For the things we have to learn before we can do them, we learn by doing them. »

Aristotle 384-322 BC

## Experience

### Head of Cross-Functional IT Platforms Governance

Touring Club Suisse, Geneva | June 2022 – Present



Technical oversight of mission-critical integration platform « MOeX » (*Middle Office eXchange Platform*) through a dedicated MOeX Team of 8 specialized IT engineers (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
- Data Plane:
  - ✓ Processing and routing business transactions within the integration ecosystem
  - ✓ Ensuring reliable runtime operations for integration flows
- Management Plane:
  - ✓ Comprehensive monitoring of Data Plane traffic and performance
  - ✓ End-to-end tracking of Control Plane deployment activities

### Key Technical Achievements:

- 40% reduction in MOeX production issues achieved through:
  - ✓ Component-specific templates implementation for streamlined artifact building
  - ✓ 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 MOeX Services design-to-delivery timeframes via:
  - ✓ Development of self-service tools through GitOps
  - ✓ Optimization of technical experts and resources allocation
  - ✓ Standardization of deployment processes

## Innovation & DevOps:

- Delivered Cloud Native Applications internal workshops
- Fostered innovation through strategic backlog management
- Leading "MOeX team" through DevOps principles adoption

## IT Solutions Architect

Touring Club Suisse, Geneva | January 2020 - May 2022



### Architecture & Design :

- Led design, build and deployment of 30 communication interfaces for an insurance solution
- Developed an API-First integration framework structured in three areas:
  - ✓ Enterprise Core Systems for applications with long release cycles and complex testing
  - ✓ API Integration Layer for API-based inter-applications exchanges
  - ✓ Agile Applications Ecosystem for applications with rapid releases and simplified testing

*Cf: [portfolios](#)*

### Standards & Documentation :

- Established standardized template for system process diagrams
- Defined end-to-end system interactions
- Enhanced cross-team collaboration and accountability

## Senior Network & Security Engineer

Touring Club Suisse, Geneva | April 2011 - December 2019



### Infrastructure & Middleware :

- Redesigned and deployed Internet Edge infrastructure for CRM SaaS access
- Designed and deployed a three-tier integration platform:
  - ✓ API Gateways - as Single Point of Secure Access for Data in Transit
  - ✓ Enterprise Service Bus - as Single Point of Orchestration/transformation for Data in Transit
  - ✓ Message Queues - as Single Point of Safety for Data in Transit

### Service Continuity:

- Implementation of automatic failover procedures for network infrastructure
- Design and implementation of DR architecture for critical middleware platforms
- Configuration of application high availability solutions
- Periodic DR testing according to FMEA scenarios

## Skills

### Leadership & Management :

- Management of a multidisciplinary specialized IT engineers team
- Backlog management and prioritization
- Change management
- Technical communication
- Risk management and service continuity

### Technical Expertise :

- Solution Architecture & Advisory
- Solution Implementation & Operations
- API Governance & Integration Strategy
- Access Security - AAA Framework
- Data Protection - CIA Triad
- High Availability Architectures & Service Continuity
- DevOps Technologies and CI/CD pipelines
- System Observability and Monitoring

## Methodologies & Standards

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

## Languages

- French: Native
- English: Fluent (Professional working proficiency)

## Previous expériences

### Network & Security Engineer

*Touring Club Suisse, Geneva | 2008 - 2011*



- Securing Access to TCS's Digital Assets and Technical Support

### Network & Security Engineer

*Consort NT on assignment at Informatiques Caisse des Dépôts et Consignations, France | 2007 - 2008*



- Designed and implemented a Proof of Concept for a virtualized firewall rules management system

### Network Operation Center Support

*Dynetcom (Orange Business Services), France | 2005 - 2007*



- Oversaw network & security infrastructure operations for enterprise clients (SME)

### Technical Support

*Consort NT then Dynetcom, France | 2002 - 2005*



- Developed and documented operational processes and procedures for enterprise WAN network access

### Global Customer Assistance & Technical Support (Gcats)

*British Telecom, Pays-Bas | 1998 - 2001*



- Leveraged TSDANC methodology for systematic troubleshooting and incident resolution

## Education

### Associate's Degree in Telecommunications & Network Engineering

*in french : DUT Génie des Télécommunications & Réseaux*

*IUT Béthune (62) in France | 1996 - 1998*