

Régis Hennequin

DIRECTOR — IT SERVICE MANAGEMENT

ITIL 4 · PRINCE2 · SIAM

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CORE EXPERTISE

- ITSM platform strategy: tender, selection, group rollout
- SIAM model and multi-supplier service integration
- GenAI-assisted support and knowledge-driven self-service
- Service maturity assessment and convergence roadmap
- Verticalisation of IT support, standardisation, automation
- End-to-end service level management: SLA, OLA, SLT, KPI
- Vendor management, tender processes, Statements of Work
- Risk and compliance control plans, major incident rules
- Incident, problem, change, configuration and release
- Request fulfilment, service catalogue, knowledge management

TOOLS & FRAMEWORKS

OpenText SMAX · ServiceNow · CA Service Desk · Jira & Confluence · Tableau Software · Cisco UCCX · SharePoint

LANGUAGES

French Native

English Full professional · TOEIC 940/990

Bahasa Indonesia, German Elementary

85

people across 4 teams

25 yrs

in IT service delivery

4

processes on one ITSM platform

940

TOEIC score / 990

PROFILE

Service management executive with 25 years in IT service delivery, nine of them building Bureau Veritas' global service management function across six successive roles. I now direct that function: 85 people in several teams, with delivery hubs in France, India, Malaysia and Colombia. I led the group tender that selected our **ITSM platform**, delivered it live in February 2022 and grew it into a four-process platform improved at six releases a year, then sponsored the **GenAI support assistant** launched in September 2025, giving users multilingual answers with no queue.

Career built from the front line upward, across France, Ireland, Luxembourg and Singapore, for European institutions and corporate & investment banks. ITIL® 4 and PRINCE2® certified.

EXPERIENCE

Director — IT Service Management

Oct 2025 – present

Bureau Veritas Group · Paris, global scope

- > Mandate: establish and operationalise a world-class service desk function across the group's global shared service centres.
- > Opened two new service desk hubs, **Kuala Lumpur** (October 2025, 23 people) and **Bogotá** (April 2026, 6 people), extending follow-the-sun coverage.
- > Driving the verticalisation of IT support functions across the group, the lever for standardisation and operational efficiency.
- > Designing and implementing a cohesive ITIL-based service management framework aligned with the group's new IT operating structure, and establishing the **SIAM model** integrating multiple suppliers into end-to-end delivery.
- > Assessing service maturity across the group, driving the convergence roadmap, and acting as primary liaison between IT, business units and external vendors.

Global Service Management Lead

Jul 2023 – Oct 2025

Bureau Veritas Group · France (Nantes, La Défense) and India (Noida)

- > Sponsored and led the development of a **GenAI support assistant**, launched in September 2025: multilingual, instant assistance with no queue.
- > Grounded the assistant in a curated knowledge base of 1 000 current articles inside the group's ITSM platform, after accelerating content creation and putting article lifecycle management in place.
- > Led four teams: Command Center (critical infrastructure and service supervision), Operations (incident, change, problem, configuration, release), Projects & Tools (user portal, CMDB, automation) and Quality & Processes (ITIL definition and governance).
- > Owned user-support performance end to end and managed supplier contracts within the SIAM scope.
- > People management: recruitment, individual objectives, work organisation, performance evaluation, and a training plan validated by the CIO.

Global Service Integration & Management (SIAM) Lead — Processes & Tools

Transformation

Apr 2021 – Jul 2023

Bureau Veritas Group · owner of the group ITSM platform programme

- › Delivered the group's new **ITSM platform**, live in February 2022 on request and incident management together with the user portal.
- › Ran a product operating model with the ITIL process owners and the ITSM product owner: six releases a year of continuous improvement, service catalogue enriched at each cycle.
- › Extended the platform to change and problem management in 2023, bringing the four core ITIL processes onto a single tool.
- › Defined the support-chain processes on ITIL, integrated supplier relationships within the managed-services scope, and supervised scope transformation projects.

Global IT Service Quality Manager

Jul 2019 – Mar 2021

Bureau Veritas Group · India shared service centre, ~150 resources

- › Led the group tender that selected the new **ITSM platform**, from requirements definition through vendor evaluation to award.
- › Rolled out ITIL processes and tools across regions, expanding scope every year; opened helpdesks in Abidjan and Johannesburg (9 FTE) and optimised the European helpdesk across 5 sub-regions.
- › Built KPIs in Tableau Software, measured phone contact metrics with Cisco UCCX Reporting, and developed SLT indicators for the regional IS/IT division.
- › Chaired the monthly governance call reporting to the Group CIO, CISO and IT/IS VPs; established crisis and major incident rules; restarted the Command Center initiative.

IT Service Quality Manager — Europe & Africa

Aug 2018 – Jun 2019

Bureau Veritas Group

- › Scope extended from Europe to Africa: aligned both regions on one KPI/SLA reporting cadence, with monthly service-quality dashboards tracked by the Group CIO's office.

IT Service Quality Manager — Europe

Jan 2017 – Jul 2018

Bureau Veritas Group

- › Defined the regional KPI set (SLA compliance, ticket quality, backlog) and ran the monthly governance cycle (incident, problem, change reviews) across the region's country teams.

Head of Quality & Projects

Sep 2014 – Dec 2016

Crédit Agricole CIB, Singapore · consultancy with Maltem

- › Owned quality and continual improvement for a captive centre of ~160 resources, reporting to the Site Manager; managed an Incident Manager and a Quality Manager.
- › Major incident management: created a **War Room** to collaborate more efficiently and cut MTTR.
- › Knowledge management: co-built a sustainable framework keeping staff skilled; drove automation and left-shifting for service and cost optimisation.
- › Risk and compliance: created the control plan for the regional Infrastructure & Production Support department; built the CMDB for impact assessment and asset lifecycle; contributed to the ServiceNow migration.

IT Project Manager — Regional Service Desk build

Apr 2014 – Dec 2014

BNP Paribas CIB, Singapore · consultancy with Maltem

- › Built a single point of contact serving ~4 000 internal users across Singapore and Hong Kong from scratch: business case, in-sourcing model, **€320K budget** and a **7-FTE** team, including recruitment of 6 first-level agents and coaching of the new internal manager.
- › Defined the service framework: SLAs and Operational Level Agreements setting escalation paths, KPIs measuring quality of work delivered, and a service catalogue with validation workflow.
- › Standardised operations: SOPs covering call scripts, live ticket logging and communication blasts; drafted the Statements of Work for contracted resources.
- › Deployed the toolchain: full Cisco UCCX IVR with phone contact metrics, and a centralised knowledge base on SharePoint and ServiceNow.

ICT Support Specialist

Jul 2010 – Dec 2013

European Parliament, Luxembourg · consultancy with Aubay

- › Owned technical support for the institution's translation-request platform and led its handover from development to production, including a training course to build colleagues' competence.
- › Designed and tested service desk SLAs in CA Service Desk; built a service catalogue with validation workflow and delivered remote end-user training.
- › Raised requests for change improving communication with end users; power user of Atlassian Jira and Confluence.
- › Mentored two one-week missions introducing a new Team Leader; supported parliamentary sessions in Strasbourg every quarter.

Project Manager Assistant

Jan 2010 – Jun 2010

European Parliament, Luxembourg · consultancy with Aubay

- Part of the handover team between Sogeti and the Aubay consortium taking over the Service Desk contract; ensured knowledge transfer between the outgoing and incoming Principal Team Leaders.
- Built the software inventory from scratch, audited existing procedures, pioneered the knowledge base project, ran competence workshops with the agents and rebuilt the monthly technical committee booklet.

Service Desk Consultant

Feb 2009 – Dec 2009

European Court of Auditors, Luxembourg · consultancy with Aubay

- Single point of contact for end users, resolving software issues remotely; handled 30–40% of incoming requests within a team of five, with a high bar on ticket quality.

EARLY CAREER · 2001 – 2009**Technical Support Engineer (Associate) — Legato EmailXtender**

Feb 2008 – Feb 2009

Dell EMC · Cork, Ireland. Log analysis, lab reproduction on VMware with Exchange 2003 / Domino 6.5, hotfix coordination.

Product Specialist — Dell

May 2007 – Feb 2008

Sykes · Shannon, Ireland. Pre-paid software support for Dell and non-Dell owners; promoted to Product Specialist after 6 months.

Technical Support Analyst level II — Orange

Sep 2005 – May 2007

France Telecom · Saint-Max, France. Handset troubleshooting and settings, network diagnosis. Team KPIs exceeded after 5 months.

Technical Support Analyst level II (interim)

Nov 2004 – Jun 2005

Wanadoo · Metz, France. ISP support: connectivity, router installation, network diagnosis. Team KPIs exceeded after 3 months.

Technical Support Analyst level II (interim) — Packard Bell

Sep 2003 – Feb 2004

Xtrasource · Metz, France. Hardware incident analysis for warranty intervention; 45–60 calls a working day.

Swing Manager

Jul 2001 – Feb 2004

McDonald's · Saint-Julien-lès-Metz, France. Crew member while studying, Swing Manager after 18 months; supervised new crew.

WHERE I'VE WORKED

Some of these are employers, others are the clients I served under contract: Aubay for the European institutions, Maltem for the French corporate & investment banks, Sykes for Dell, Xtrasource for Packard Bell.

EMPLOYERS**CLIENTS & INSTITUTIONS SERVED****CERTIFICATIONS & EDUCATION**TOEIC Listening & Reading — ETS digital score report 940 / 990

September 2026

ITIL® 4 Foundation

April 2019

PRINCE2® Foundation

June 2016

ITIL® Intermediate — Continual Service Improvement

May 2015

ITIL® V2 Practitioner IPSR

January 2010

ITIL® V3 Foundation — EXIN

April 2009

EMC² Technology Foundation (ETF)

May 2008

EMC Bootcamp Clariion IAS

EMC Corporation, Milford MA, USA · 2008

Vocational Baccalaureate in Microcomputing & Networks

Lycée Louis de Cormontaigne, Metz · 1998 – 2003