

Stéphane Rieppi

IT and Transformation Manager – Systemic Management of IT and Human Transformation
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Professional summary

Sociologist by training who became an IT manager through expertise, I bring a systemic approach to digital transformation and change management. **I am a manager who masters technical language, not a technician who manages.** As a strategic translator between business, IT and management, I create conditions for teams to move forward together in a structured and motivating framework. My expertise: leading people management and teams, aligning technology with strategic challenges, developing collective intelligence, structuring organisational transformations and supporting change adoption.

Areas of Expertise

Strategy: Digital transformation, digital maturity, IT/business/management translation and alignment, change management, systemic approach, organisational sociology, simplifying complex environments, cross-functional compliance and governance

Teams: People management, human-centred leadership, bridging role, mixed team leadership, agile methodologies (Scrum, Kanban), business needs translator, clear communication, cultural and organisational support, soft HR

Systems: Digital Workplace (DWP), AI readiness, cybersecurity, business continuity (BCP/DRP), business process integration (ERP, CRM, SharePoint, SAP), artificial intelligence, data literacy

Languages

- **French: C2** – Native speaker
- **English: C1** – Full professional proficiency
- **Dutch: B1** – Limited professional proficiency
- **Italian: B1 speaking – B2 reading**

Professional Experience

People Manager – IT Operations & Infrastructure

Fédérale Assurance – Brussels | 2022 – 2024

- **Revitalisation of a team of twelve infrastructure** engineers through personalised and targeted coaching, operational supervision in iterative mode, support towards new internal roles and restoration of team cohesion
- **300% improvement in critical SLA compliance** in 18 months with reliability and efficiency KPIs doubled, via operational process restructuring and reintroduction of ITIL concepts (e.g.: ticketing optimisation Ivanti Neurons for ITSM)
- **Co-design and deployment of a complete BCP/DRP plan** adopted as official reference by management
- **Modernisation programme on 400+ servers:** patching, hardening and obsolescence management in a regulatory modernisation context
- **Strategic interface between IT, business and service providers** to align technical and organisational transformations

IT, Operations & HR manager

NewB – Brussels | 2015 – 2022

- **Creation of the first new Belgian bank in 70 years:** definition of corporate IT architecture within a strict regulatory framework (GDPR compliance, security, audit, traceability)
- **Structuring growth from 8 to 75 employees** in 7 years with integrated IT–HR–operations governance, transformation of a fintech start-up into a scale-up
- **Launch of a strategic prepaid card product:** lever for acquiring a major investor (+€10M)
- **Design and deployment of a complete Digital Workplace** (Microsoft 365, MDM, cloud, telephony) for 100% of employees, with change management support
- **Management of a portfolio of 10+ service providers** with budget planning and contractual management focused on resilience, efficiency and operational excellence

Researcher in Public Policy Evaluation and Foresight

IWEPS – Institut wallon de l'évaluation, de la prospective et de la statistique – Namur | 2014 – 2015

- **Analysis of the Walloon research ecosystem on ageing** (interviews, institutional data, stakeholder mapping) and formulation of strategic foresight recommendations

Researcher and Developer of Participatory IT Tools – Data and Governance

ULiège – Spiral, Department of Political Science – Liège | 2008 – 2014

- **Development of Mesydel, participatory qualitative analysis platform** (Delphi method) deployed in multilingual and multi-stakeholder contexts, with research duration divided by three and participant numbers multiplied by ten
- **Coordination of complex decision-making sociology projects** involving up to 1,000 participants across multiple analysis rounds
- **Platform valorisation as university spin-off** adopted by public institutions and international partners (including the Bill & Melinda Gates Foundation)
- **Scientific production and outreach:** author and co-author of publications on risk governance, public health and sociology of science

Researcher in Digital Educational Engineering

ULiège – CRIFA, Department of Education Sciences – Liège | 2007 – 2008

- **Contributed to the development of digital tools for computer-assisted learning** with focus on practical use of technologies in training programmes

E-commerce and Digital Marketing Manager

SHSComputer.be – Liège | 2000 – 2006

- **Design, development (PHP/SQL) and management of a pioneering e-commerce website** with customisable computer configurator, online ordering and financing
- **Continuous monitoring of performance** metrics (traffic, conversion rate), customer and stock file management, customer data management, data quality and privacy by design
- **Complete digital strategy management:** user experience (UX design), search engine optimisation (SEO), usage analysis (web analytics) and continuous improvement based on user experience

Independent Consultant in Digital Strategy and E-commerce

Rieppi.com – Freelance – Liège | 1996 – present (complementary activity)

- **SME support in digital transformation:** needs assessment, technical recommendations and customer data exploitation for strategic purposes
- **Work environment optimisation:** Windows/macOS/Linux workstations, Digital Workplace, local networks, file servers (NAS) and backup solutions
- **Bespoke web and e-commerce design** with PHP/SQL development, database management (stock, customers, orders) and specific business tool integration
- **Digital strategy:** SEO, social media (Facebook, Instagram, LinkedIn, Bluesky, X/Twitter), marketing campaigns and ghostwriting

Education

- **Master's degree in Sociology** (with distinction) – University of Liège | 2005
- **Bachelor's degree in Political Science** (with distinction) – University of Liège | 2001

Other experiences

- **Teaching Assistant in Roman Law** – University of Liège | 1996 – 2002

Development of a tutorial (CD-ROM and Internet) for Roman law learning, pioneering legal e-learning, and participation in its pedagogical supervision within Professor Roger Vigneron's course (Faculty of Law)

- **Director, Producer, Writer and Presenter** – LibertyTV | 2003 – 2004

Creation of cultural and educational content for a television channel broadcast in Western Europe, North Africa (satellite) and Belgium (cable network), with complete editorial responsibility