Stéphane Rieppi

IT and Transformation Manager — Systemic Management of IT and Human Transformation stephane@rieppi.com • +32 475 34 71 44 • www.linkedin.com/in/stephanerieppi • www.rieppi.com • Liège Region

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), Al readiness, cybersecurity, business continuity (BCP/DRP), business process integration (ERP, CRM, SharePoint, SAP), artificial intelligence, data literacy

Languages

• French: C2 - Native speaker

• English: C1 – Fluent professional use

• Dutch: B2 – Operational professional use

• Italian: B2 – Operational professional use

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