

Jean-Emmanuel N'ZI YAO

France · jeanemmanuelnzi@gmail.com · linkedin.com/in/emmanuel-nzi/ · github.com/j0hn2608

Certified ServiceNow Technical Architect (CTA), I leverage over 8 years of experience in IT, employee and customer service management to support companies in their digital transformation projects.

YEARS OF EXPERIENCE	CERTIFICATIONS	CLIENT ENGAGEMENTS	EMPLOYERS
8+	22	10	4

PROFESSIONAL EXPERIENCE

Devoteam 2024 – 2026

Ciril Group ServiceNow Architect

- Defined the target CSM and CMDB architecture with a return-to-standard approach.
- AI roadmap defended before Executive Management, backed by AI Search, Now Assist and Agentic AI POCs.

CNP Assurances Architect / Technical Lead

- Modeled the CSM architecture on the Service Model Foundation, migrating three legacy business solutions.
- Governance for integrations with the group's repositories: retries, monitoring and batch processing.

France Télévision Architect

- FSM and WSD POCs, architecture drafting and technical defense before the selection committee.

Télévision de France Technical Lead

- Delivered automated mass dispatching (Schedule Optimization) and the dispatcher workspaces.

INWI Technical Lead

- CSM/FSM audits, platform governance and technical leadership across project and maintenance phases.
- SOAP and REST integrations with Salesforce, PeopleSoft, SAP and telecom orchestration applications.

LVMH Technical Lead

- Technical leadership of the maintenance contract and continuous improvement of CSDM and Service Portfolio Management.

EXPERIENCIT 2023 – 2024

COLAS Technical Lead

- Onboarded acquired subsidiaries' ITSM and SAM practices into the group's global instance.
- API monitoring solution and MID Server governance.

GRANT THORNTON ITSM Functional Expert

- Incident and service level management process audits, with recommendations and SOPs.

Bolloré Transport & Logistics 2021 – 2023

Bolloré Transport & Logistics Lead Developer

- Complete CSDM data model redesign and Service Portal migration to the Employee Center.
- Group performance management delivered through Performance Analytics.

Inova Services Consulting 2018 – 2021

Foxtrot International (Bouygues) Head of IT Service Desk

- Ran the IT service desk and the ITSM platform lifecycle, including a ServiceNow implementation study.

Inova IT Consultant

- Administered Microsoft 365, Windows Server, Exchange, SQL Server and Hyper-V infrastructures.

AREAS OF EXPERTISE

SERVICENOW

ITSM · CSM · FSM · CSDM / CMDB · SPM · SAM · HAM · SOM · WSD · Employee Center · Performance Analytics

DEVELOPMENT

JavaScript · ServiceNow scripting · Workspaces · ServiceNow Mobile · Flow Designer · Schedule Optimization · Virtual Agent

ARTIFICIAL INTELLIGENCE

Now Assist · AI Search · Agentic AI · Predictive Intelligence · AI POCs and scoping · AI roadmap

LEADERSHIP

Technical leadership · Application maintenance leadership · Knowledge transfer · Training in French and English · Executive-level defense · Workshop facilitation · Diplomacy · Autonomy · Rigor

ARCHITECTURE

Target architecture · Return to standard · Service Model Foundation · Data modeling · Technical debt audit · Technical roadmap · Pre-sales

CLOUD & INFRASTRUCTURE

ServiceNow SaaS platform · MID Servers · Microsoft 365 · Windows Server · Microsoft Exchange · SQL Server · Hyper-V

INTEGRATIONS

REST · SOAP · IntegrationHub · Salesforce · SAP · PeopleSoft · Retry management · Batch processing · API monitoring

METHODOLOGIES

ITIL 4 · Agile · CSDM · Release management · Platform governance · Audit and recommendations · Standard Operating Procedures

22 SERVICENOW AND ITIL CERTIFICATIONS

ServiceNow Certified Technical Architect

CTA · Issued November 2025 · No. EPS0008135

Core certifications : CIS-SAM · CIS-HAM · CIS-DF · SOM · CAD · CIS-FSM · CIS-CSM · CIS-SPM · ITIL 4 MSF · CIS-ITSM · CSA · ITIL 4

Micro-certifications : Now Assist Executive · CMDB Health · Configure the CMDB · Agile and Test Management Implementation · IntegrationHub · Virtual Agent · Flow Designer · Predictive Intelligence · Performance Analytics

DEGREES AND LANGUAGES

Master's in Cybersecurity and Web Technology — ESATIC

2018 **French** — Native

Bachelor's in Computer Networks and Telecoms — ESATIC

2016 **English** — Fluent