

François Zöfel, CISM, CISSP, GDPR, CEH

INFORMATION SECURITY & COMPLIANCE

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Age: 39
Nationality: Belgian

"François has deep technical knowledge, which makes him a critical piece within an organization's security strategy ... rare ability to be the binder between high-level security requirements and effective implementation." -- Mohammed Sebbar

PROFESSIONAL PROFILE

DRIVING ENTERPRISE INFORMATION SECURITY & COMPLIANCE

Certified Information Security Manager (CISM) ■ Certified Information Systems Security Professional (CISSP) ■ Certification in European Data Protection (GDPR) ■ Certified Ethical Hacker (CEH) ■ ISO 27001 Lead Implementer

Offering 20 years of IT expertise, fueling enterprise capabilities and security, including in the financial services technology (FinTech) and media sectors. Savvy strategist who plans multi-national security and compliance programs, positions strong internal controls, and selects and deploys technologies that boost protection. Proactive change catalyst in anticipating needs and responding to evolving risks and regulatory changes. Excel at liaising with stakeholders and clients to advise business leaders on security and evangelize solutions. Respected leader, fostering culture of collaboration and innovation.

Leadership ■ Strategic Planning ■ Information Security Policy ■ Data Protection ■ Regulatory Compliance
Risk Management ■ Budgets (€3M) ■ Incident Management ■ Cyber Risk Strategy ■ Threat & Vulnerability Assessment
Security Audits ■ Enterprise IT Governance ■ IT Infrastructure ■ Negotiation ■ Consulting ■ Project Management

CAREER HIGHLIGHTS

Approach Belgium – Belgium 2017 – Present
IT company providing cyber security, software development, and cloud software services.

CONSULTANT, INFORMATION SECURITY & PRIVACY | PARTNER

Lead internal data protection and security vision, strategy, and execution. Consult with business clients, including financial services (FinTech) sector, to strengthen and maximize information security, governance, risk management, regulatory compliance, and data protection.

- **Spearheaded General Data Protection Regulation (GDPR) compliance program** for Isabel Group's digital B2B payment platform handling 433M transactions annually; **gained governance adoption** by Data Protection Officer and Board; **satisfied internal audit**.
 - Conducted full compliance assessment, shaped compliance action plan and governance model, including data protection policy, controls, and majority of compliance processes.
- **Performed project security analysis, managed incidents, and supported ISO 27001 recertification activities** for a business legal advice conglomerate.

Manpower Group – Belgium & Luxembourg 2015 – 2017

IT MANAGER INFRASTRUCTURE & SECURITY

Reporting to the Board, acted as Interim IT Infrastructure Manager, steering 8-member team supporting 700 users in 60+ offices. Administered €3M budget. Selected to direct Global Risk and InfoSec Program for Belgium and Luxembourg. Oversaw IT security and improvements, supporting 3 data centres, 150 servers, 300 network devices, and 120 WAN links.

- **Bolstered security of individual offices as country lead for implementation of new Global Risk and Information Security Program** based on ISO 27000 standards. Conducted security assessment, analyzed compliance gaps, defined Statement of Applicability, mapped action and remediation plans.
- **Propelled companywide internal user satisfaction scores quarter-over-quarter** by enhancing communications with field locations to streamline service and governing project prioritization to alleviate user challenges.

- **Funded migration of legacy ATS to modernized system as part of enterprise digital transformation initiative** by saving and redirecting €800K from €3M budget. Renegotiated telecommunications and software budgets and identified cost-cutting opportunities in infrastructure project.
- **Key role in successful launch of Manpower division, Proservia**, a major player in the IT services market.

Play It Again Sam (PIAS) Entertainment Group – Belgium

2011 – 2015

PIAS Entertainment Group is a leader in the independent music world, with headquarters in Brussels.

IT INFRASTRUCTURE MANAGER

Managed all infrastructure for Belgium (HQ), France, The Netherlands, Germany, and Spain, including 130 users. As a strategic partner to the business, advised on technology matters to local management committee. Reporting to Owner/CEO, supervised, coached, and mentored 2 direct reports and oversaw service partners across Europe.

- **Strengthened security by heading complete security overhaul.** Explored and evaluated market solutions and selected, setup, and rolled out new solutions, including Check Point.
- **Eliminated system outages** by transforming unstable legacy system to a virtual infrastructure and designing test protocols to enable optimal timing of changes/updates, mitigating risk of downtime.
- **Revamped IT infrastructure to accommodate company sales model evolution** from physical disks/ERP inventory to digital music/business intelligence and data analysis tools; guaranteed uptime.
 - Migrated all network links between offices to improve data transfer; established new servers in all locations, defined capacity planning for data storage; reduced costs to develop transition budgets.
- **Drove end-to-end project for relocation of headquarters technology** and HQ data center.

GroupM (WPP Group) – Belgium

2009 – 2010

GroupM is the IT/finance back office company of WPP Ltd.; supports software, infrastructure, and compliance.

ICT INFRASTRUCTURE & OPERATION MANAGER

Owned leadership for IT infrastructure operations and IT service desk, supporting 140 users.

- **Consolidated technology infrastructure of 5 brands.**
- **Orchestrated office and data centre relocation.**
- **Virtualized data centre.**

MEC – Belgium

1999 – 2009

NETWORK & SYSTEM ADMINISTRATOR (2002 – 2009); HELP DESK (1999 – 2002)

Headed enterprise IT systems, network, disaster recovery, and SOX controls. Led various technology projects, including upgrades, migrations, and integrations.

- **Slashed time required for client data analysis from website data** by reverse engineering URL scheme to automate data downloads – web crawling automation using Python scripts.
- **Facilitated passing of all annual SOX audits** by solely authoring disaster recovery plan and implementing IT infrastructure compliance controls.
- **Additional projects included server migration, global Active Directory integration, and plan for migration to global IP address space.**

CERTIFICATIONS

- 2019 **ISO 27001 Lead Implementer Certification**
Certi-Trust
- 2018 **Certified Ethical Hacker (CEH)**
EC Council
- 2017 **Certification in European Data Protection (GDPR)**
Solvay Brussels School of Economics & Management (ULB)
- 2017 **Certified Information Security Manager (CISM)**

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ISACA

2017 **Certified Information Systems Security Professional (CISSP)**
(ISC)²

2013 **ITIL Foundation Certificate**
EXIN

EDUCATION

2014 **Executive Master in IT Management**
Solvay Brussels School of Economics & Management (ULB)

2008 **University Certificate in IT Project Management (PMBOK)**
ULB

2003 **Bachelor's Degree, Computer Science**
IECW

ORGANIZATIONS

Member Alumni Association, Solvay Brussels School of Economics & Management (ULB)

LANGUAGES

French Native proficiency

English Full professional proficiency

Flemish Basic proficiency

TECHNOLOGIES

Amazon Web Services (EC2, S3, Lambda...), Check Point, Firewalls, VPN, VMWare, Citrix, Cisco Infrastructure, Oracle, Redhat, Centos, Apache, MySQL, PHP, Python Web Scripting, SCCM, Windows OS, macOS, iOS and Android, Windows Servers, Linux Web Servers, SQL Servers, VoIP, WAN and SAN, Active Directory