

# François Zöfel, CISM, CISSP, GDPR, CCSK, CCSP

## INFORMATION SECURITY, PRIVACY & COMPLIANCE

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## PROFESSIONAL PROFILE

### DRIVING ENTERPRISE INFORMATION SECURITY & COMPLIANCE

**Certificate of Cloud Security Knowledge (CCSK) ▪ Certified Cloud Security Professional (CCSP) ▪ Certified Information Security Manager (CISM) ▪ Certified Information Systems Security Professional (CISSP) Certification in European Data Protection (GDPR)**

Offering more than 20 years of IT/Security expertise, fueling enterprise capabilities and security, including in the financial services technology (Bank and FinTech) and media sectors (Music and Advertising). Planning of 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 expert, fostering culture of collaboration and innovation.

Leadership ▪ Strategic Planning ▪ Information Security Policy ▪ Data Protection ▪ Regulatory Compliance  
Risk Management ▪ Incident Management ▪ Cyber Risk Strategy ▪ Threat & Vulnerability Assessment  
Security Audits ▪ Enterprise IT Governance ▪ IT Infrastructure ▪ Negotiation ▪ Consulting ▪ Project Management

## CAREER HIGHLIGHTS

**Crelan – Belgium**  
ECB Systemic Bank

2024 – Present

### HEAD OF GRC & BUSINESS CONTINUITY

Managing two teams in the Chief Security Officer organisation (second line security): the GRC team in charge of the ISMS of the bank and the BCM team in charge of the digital operational resilience. Owner of the DORA compliance program, manager of the Crisis function and of security risk management.

**Keytrade Bank – Belgium**  
Direct Bank, branch of Arkéa Direct Bank SA (France)

2020 – 2024

### SENIOR SECURITY OFFICER

Information security risk management, working in tandem with the CISO, sitting in the bank Risk Committee, Security Board, Architecture Board, Security Chapter lead, Solution Selection Board, member of the DPO Team. Second line of defence of the bank, reporting to the CRO. Keytrade Bank has 340.000 clients and has been rated best bank in Belgium by Forbes in 2023

- **Operation of the ISMS:** risk assessments, data protection impact assessments, incident analysis, policy writing, exceptions management, reporting to risk committee, etc.
- **Design and maintenance of the control plan:** permanent control of the bank from the second line.
- **Driving the first line on cyber security initiatives** Dora compliance, improvement of the DevOps practice into DevSecOps, improvement of the lines of defence, improvement of indicators, awareness campaigns

- **Representative to the Bank to Arkéa Group** through several group wide committees to report on indicators and initiatives.
- **Support of the fraud management team** with analysis of the security events.

### **Approach Belgium – Belgium**

2017 – 2020

*A pure-play cyber security and privacy service provider*

#### **SENIOR GRC CONSULTANT | 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.

- **CISO interim and coaching** for a leading consumer credit company in Brussels, during the training of their internally promoted CISO. Revamping of the ISMS, information security roadmap definition, policy review and creation, daily IS management.
- **Program manager for 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.
- **GRC Consulting** for several start-ups.
- **Internal owner of GDPR compliance** of Approach Belgium.

### **Manpower Group – Belgium & Luxembourg**

2015 – 2017

#### **IT MANAGER**

Reporting to the CIO, 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.

- **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.
- **Increased 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.
- **Kick started the launch of Manpower division, Proservia**

**Play It Again Sam (PIAS) Entertainment Group – Belgium**

2010 – 2015

*PIAS Entertainment Group is a leader in the independent music world, with headquarters in Brussels.***IT 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, 2 direct reports plus externs and outsourced services 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 digital transformation** 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

- 2020 **Certified Cloud Security Professional (CCSP)**  
*(ISC)<sup>2</sup>*
- 2019 **AWS Certified Solutions Architect - Associate**  
*Amazon (expired, to be renewed early 2023)*
- 2019 **Certificate of Cloud Security Knowledge (CCSK)**  
*Cloud Security Alliance*
- 2019 **ISO 27001 Lead Implementer Certification**  
*Certi-Trust (expired – not renewed because I'm not implementing ISO anymore)*
- 2017 **Certification in European Data Protection (GDPR)**  
*Solvay Brussels School of Economics & Management (ULB)*
- 2017 **Certified Information Security Manager (CISM)**  
*ISACA*
- 2017 **Certified Information Systems Security Professional (CISSP)**  
*(ISC)<sup>2</sup>*
- 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 , 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