



Roy Holzem

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ABOUT ME

I'm somewhat of a 'jack of all trades' or Swiss army knife in the industry. I'm grateful for this incredible journey that's given me a toolkit as varied as it is deep, letting me jump in, adapt, and steer the ship, no matter what digital seas we're navigating in. The patterns for transformation are recurrent across industries, and I thrive on applying my strategies to drive change and innovation.

With over 10 years in various lead development roles, and 4 years in management as a solution architect & project manager, with a plethora of different positions and responsibilities in multi million € projects. My journey in tech has been nothing but an absolutely exciting ride.

WORK EXPERIENCE

01/02/2023 – CURRENT Bascharage, Luxembourg

DIGITAL TRANSFORMATION EXPERT / FULLSTACK DEVELOPER SELF-EMPLOYED

- Led a pioneering end-to-end automation project written in python, leveraging AI for decision-making by using TensorFlow to automate complex processes, reducing operational costs, mitigating SLA breaches, increasing income by liberating FTE resources.
- Successfully developed and trained a neural network model to accurately distinguish between different types of financial data, classification of scanned financial documents, streamlining data entry and storage processes and automatic digitization for organic signatures.
- Collaborated with cross-functional teams to develop a from scratch CRM solution, integrating AI for personalized customer interactions and thus eliminating CRM licence costs.
- Deployed RESTful microservices and functions via AWS Lambda and Amazon RDS through Amazon API Gateway for financial SME to simplify phaseout of infrastructure debt.

15/04/2019 – 15/01/2023 Luxembourg, Luxembourg

SOLUTION ARCHITECT POST LUXEMBOURG

Project Budget: €80 Million

Scope: Comprehensive Transformation of Billing, Ordering, Fault Monitoring, and Annexed Systems implying 800 Applications

- Collaborated closely with cross-functional teams, including product managers, software developers, and stakeholders, to ensure the seamless integration and alignment of the new systems with the company's long-term business objectives and customer service goals.
- Drove the adoption of cutting-edge technologies and methodologies, including cloud computing, AI-driven analytics, and agile project management, to modernize legacy systems, enhance operational efficiency, and improve customer satisfaction metrics.
- Acted as a critical liaison between technical teams and senior management, translating complex technical strategies into actionable business insights and ensuring project milestones were met within budget and time constraints.
- Implemented robust security protocols and compliance measures to safeguard customer data and ensure the integrity of the telecom network.
- Coordinated cross-departmental efforts to manage deployment schedules, resource allocation, and stakeholder communication, facilitating smooth and efficient roll-out processes.

- Conducted detailed risk assessments for each roll-out phase, developing mitigation strategies to manage identified risks effectively and prevent potential setbacks.

Address 2 Rue Emile Bian, L-1235, Luxembourg, Luxembourg

01/04/2009 – 15/04/2019 Luxembourg, Luxembourg

LEAD PYTHON DEVELOPER POST LUXEMBOURG

- Applying advanced Natural Language Processing (NLP) techniques, such as sentiment analysis, named entity recognition, stemming, lemmatization and text classification, utilizing NLTK and Google Cloud.
- Developing custom visualizations, dashboards, and real-time monitoring systems for network performance analysis using Matplotlib.
- Modeling and integrating databases, such as PostgreSQL & MySQL to store and manage customer and technical data, utilizing best practices in data modeling and database architecture.
- Introduced RESTful APIs using Flask to streamline operations, enable consistent communication across all applications, and simplify documentation and information sharing.
- Ensuring the security and privacy of sensitive user data through the implementation of encryption and hashing algorithms, such as AES, RSA, or SHA-256, and adhering to industry standard security protocols.
- Managed and build a DevOps team from scratch, covering all critical positions including network engineers, system administrators, front-end and back-end developers in an agile environment while spearheading development of my applications and delegating tasks in accordance to business growth in both residential and professional markets.
- Mentoring and coaching junior developers, contributing to the growth and development of the engineering team, and promoting a culture of continuous learning and professional development.

Large Projects:

1. ARIS Residential - estimated at 2,7 million € saving per year
2. ARIS Pro - estimated at 1,2 million € saving per year
3. OP4TEL ServiceNow Migration for ITIL Operations - 12€ million

Automatic Recognition and Information System (ARIS) is a self developed from scratch cost reduction and automation solution written in Python & Javascript. It has E2E automation capacities lowering or eliminating FTE positions. It's core is a custom LLM with NLP Sentiment Analysis to decide trigger actions. It also is able to perform Network Diagnosis for the entire country landline network as well as repair incidents through provisioning actions.

I also developed ARIS to intercept at every entry point, such as incoming customer calls on a call center platform(Zendesk). It utilized the off-hook action to forward the caller ID, matched it against the customer database for identification, and loaded the complete customer profile into the call center agent's CRM interface. Simultaneously, it checked all services for functionality and sent automatic provisioning commands through an Enterprise Service Bus (ESB) to address potential issues, all while the customer was still on the phone with the agent.

15/04/2007 – 15/04/2009 Grevenmacher, Luxembourg

YOUTH TECHNOLOGY TRAINER OPE

- Designed and delivered engaging, age-appropriate technology curriculum for children aged 8+ and 16+, fostering an environment of curiosity and exploration.
- Introduced fundamental computing concepts and skills, ensuring a solid foundation in computer usage that spans from basic operations to more complex tasks.
- Assessed students' progress and provided constructive feedback to both children and parents, highlighting achievements and areas for growth in the digital realm.
- Maintained an enthusiastic, supportive, and inclusive classroom environment that encouraged questions, experimentation, and the joy of learning technology.

01/09/2006 – 01/09/2007 Paris, France

GAME MASTER BLIZZARD ENTERTAINMENT SAS

- Ensured a seamless and enjoyable gaming experience for players.
- Collaborated closely with the development team to test and debug new content.
- Provided feedback and suggestions for game improvement.

- Managed rule-violating players fairly and efficiently.
- Delivered technical support to players in need.
- Worked with the community team to organize events and promote the game.

Business or Sector Arts, entertainment and recreation | **Department** Customer Service | **Website** www.blizzard.com

Link <https://www.youtube.com/watch?v=vIVSJ0AvZe0>

EDUCATION AND TRAINING

01/09/2001 – 24/06/2004 Arlon, Belgium

ELECTRONICS Institut Technique Etienne Lenoir Arlon

Website <https://www.itela.be/>

LANGUAGE SKILLS

Mother tongue(s): **LUXEMBOURGISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
GERMAN	C2	C2	C2	C2	C2
FRENCH	C2	C2	C1	C1	C1
ENGLISH	C1	C2	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Programming & Development

Javascript | HTML | CSS | TensorFlow | Docker | django | Visual Basic | SQL | XML | Linux | Bootstrap | UX/UI | Flask | FastApi | Apache | MongoDB | AWS EC2 | Python | Cronjobs | Gunicorn WSGI | Postman | Github | Regex | RESTful api | Web API | JSON | Microservices | MySQL | PostgreSQL | Continous Integration | Selenium | NLP | Matplotlib | LLM | Machine Learning | AWS Lambda

Leadership

project managment | Cost-Reduction Strategies | Agile | Business Process Managment | Enterprise architecture | Mind maps and Gantt charts | Microsoft Office | Jira

DRIVING LICENCE

Driving Licence: B