MAXIME BOURDIS

Service Delivery Manager · Information Security Officer

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Nationality: French · Hong Kong Dependant Visa — eligible to work without employer sponsorship · Availability: Immediate

PROFESSIONAL SUMMARY

Information Security Officer and Service Delivery Manager with 12+ years in IT operations, including 6 years leading security and compliance delivery for banks, insurers and fund managers in Luxembourg. Track record: CIS hardening from 10% to 91%, 60,000+ vulnerabilities cut to under 100 in 35 days, clients taken through ISO 27001 certification and DORA readiness, and a 24-person team led to 100% SLA compliance at IBM. Now based in Hong Kong (founder of KRP and WardAI), targeting security governance and service delivery roles in financial services.

SKILLS

Governance & Compliance	ISO 27001 / 27005 · DORA · NIS2 · SOC 2 · Risk Assessment · Audit Response
Security Operations	Vulnerability Mgmt (Rapid7, Qualys) · CIS Hardening · Incident & Crisis Mgmt · SOC SLA
Service Delivery	SLA / KPI Reporting (Power BI) · Change Mgmt (CAB) · Disaster Recovery · Team Leadership
Cloud & Identity	Azure / Azure AD · Microsoft Graph API · CyberArk · MFA · Office 365
Infrastructure	Linux · Windows Server · VMware vSphere / ESXi · Docker · ServiceNow
Development	Swift · Node.js · Python · Cloud hosting — products built and shipped end to end

PROFESSIONAL EXPERIENCE

KRP krp.hk · WardAI — wardai.eu — 2026 – Present

Founder — Hong Kong

- **Consulting:** hands-on IT consultancy for businesses — infrastructure (workstations, servers, networks, Microsoft 365 / Azure, backups), security hardening, vulnerability management and IT service management.
- **Compliance:** ISO 27001, DORA, SOC 2, SWIFT CSP and GDPR advisory.
- **WardAI (wardai.eu):** founded and lead KRP's flagship product — an on-premise Windows Server suite combining workstation management, updates, security and private AI agents in one console; customer data never leaves the customer's infrastructure.
- **Other products:** LetzCheck (NFC check-in for service providers), KReward (Apple / Google Wallet loyalty cards), Wayspot.

PROXIMUS LUXEMBOURG — Jan 2020 – Feb 2026

Service Delivery Manager – Compliance & Security — Bertrange, Luxembourg

- **Scope:** portfolio of 6 clients in regulated industries — SwissLife (insurance), MUFG (banking), plus banking, fund management and food retail (Cactus) accounts under NDA — from 30 to 2,000+ workstations and 800+ servers. Financial clients supervised by the CSSF, Luxembourg's financial regulator (the equivalent of Hong Kong's SFC and HKMA).
- **Hardening:** drove a CIS Level 1 hardening program from a 10% compliance score to 91%, coordinating internal Linux, Windows and network teams and client application teams across the full server fleet.
- **Vulnerability Mgmt:** reduced the vulnerability backlog from 60,000+ open findings to under 100 within 35 days through structured remediation campaigns using Rapid7 and Qualys.
- **Identity & Access:** led the deployment of hybrid L2 MFA via Azure AD and the migration from local nominative accounts to a Proximus-hosted CyberArk platform, eliminating unmanaged local admin privileges.
- **Cloud Migration:** led the migration of 600+ workstations from on-premise infrastructure to Azure, coordinating internal teams and providing direct end-user support during the transition.
- **ISO 27001:** built a Power BI compliance dashboard on the Microsoft Graph API to automate ISO 27005 risk assessment and control verification, enabling clients to pass their ISO 27001 certification audits.
- **DORA Compliance:** led DORA readiness for financial sector clients, meeting operational resilience and incident reporting obligations ahead of regulatory deadlines.
- **SOC SLA Recovery:** re-established SLA compliance between Proximus' internal SOC and client-side providers, bringing incident response and monitoring KPIs back to green.
- **Team Coordination:** single point of contact between clients, auditors and 6 internal technical streams (Network, Cloud, Automation, Linux, Windows, DBA) on priorities, changes, escalations and audit responses.

IBM GLOBAL SERVICES — May 2015 – Dec 2019

Service Delivery Leader — Lille, France

Clients: a major defense & aerospace industrial account and a major retail account. Progressed to lead cross-functional delivery teams.

- **Team Leadership:** directly managed a 24-person technical team as N+1 across 6 disciplines — Windows (6), Linux (4), Network (4), Job Scheduling (4), Middleware (3) and DBA (3).
- **SLA Performance:** implemented structured incident management processes that took resolution times from red to 100% SLA compliance across all service lines.
- **Change Mgmt Excellence:** 100% on-time delivery KPI on 20+ changes per day with 15 project managers; chaired internal IBM Change Advisory Boards and presented at client-side CABs.
- **Production Reliability:** designed a pre-production validation process with full UAT testing, reaching a 99.9% success rate on production deployments.
- **Service Coordination:** single point of contact for end-user escalations and ticket coordination across all delivery teams.
- **Infrastructure:** managed the VMware platform upgrade and led the containerization of selected services to Docker with zero-downtime transitions.
- **Disaster Recovery:** led the end-to-end execution of a full Disaster Recovery Plan — failover from primary to secondary site and successful failback — coordinating all infrastructure, network and application streams.

NCS TECHNOLOGY SERVICES — Aug 2014 – May 2015

Senior System Administrator — Arras, France

- Administered 750+ physical and virtual servers across multiple data centers for a multi-client portfolio (healthcare, retail, industrial). Managed VMware vSphere/ESXi environments and implemented monitoring (Nagios, Cacti) across Linux and Windows platforms.

ECONOCOM SERVICES — Jul 2013 – Aug 2014

Operations Analyst — Lille, France

- Multi-client infrastructure support in regulated environments: VMware virtual platforms, EMC storage and Linux RedHat/CentOS servers; user support, incident resolution and server maintenance.

EDUCATION

B.Sc. Computer & Industrial Networks — University of Lille 1, France (2009–2012)

LANGUAGES

French (Native) · English (Professional)