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## Achievement

Make use of AI to develop lottery platform that is been used by on of the biggest mall in the country, from ideation to realization to implementation  
Lead the Redesign an automation of Lottotech websites 2023  
Design complete solution of sport pool betting 2022  
Lead the Lottery Mobile App project from ideation to realization 2021  
Implementation of Mauritius National Lottery System 2009  
Implementation of Madagascar National Lottery System 2010  
Created and implemented procedure, checklist and process for operation staff  
Created and implemented the release management process with the QA team for a Lottery Business.

## Professional Experience

Work as IT operator at Diadeis Maurice from 01-Jun-05 to 08-Aug-06.  
Work as IT support at Intercontinental Mauritius Resort Balaclava Fort from 22-June-2009 to 12-Aug-09  
Operational Shift Supervisor at Lottotech Ltd from 17-Aug-09 to 02-May-2011.  
Software Quality Assurance Team Lead at Lottotech Ltd since 2-May-2011 to 16-Oct-2017  
Draw manager at Lottotech since 01-Jan-2016 to 16-October-2017  
Software Project Manager at Ithuba Holdings Proprietary Limited operator of the South African National Lottery from 23-Oct-2017 to December 2017.  
Operation Team Lead at Lottotech Ltd 01-Aug-2018 to sep 2020  
Draw manager/Data analyst at Lottotech - June 2019 - Sep 2020.  
Digital Project Manager at Lottotech - Sep 2020 to Sep 2025  
Technical Project Manager at Bitville Holding Ltd - Sep 2025 to date

## Education



Certified Artificial Intelligence(AI) Expert - Blockchain Council - July 2025  
Professional Scrum Master 1 - Scrum.org - March 2023  
Foundations of Innovation: ExperienceInnovation™ | Learn - March 2023  
Enterprise Design Thinking Practitioner - IBM March 2022

Digital Business Strategy: Harnessing Our Digital Future - MIT Sloan School of Management  
Mobile Application Development using Android Studio At University of Mauritius Year 2017  
Certified Ethical Hacker – Valid for 13 May 2017 to 12 May 2020  
Certified Information Security Manager (CISM) Course  
Advance Adobe Photoshop at FRCI  
Emotional intelligence at FRCI by Sean Peterson  
PMP (Project Management Professional) course  
Supervisory and leadership Course delivered at Lottotech by University of Mauritius lecturer  
Year 2012 Linux system administration (Certificate of Attendance) *Knowledge seven ltd* Year 2011  
Software Testing Rubric consulting (Prof. John Wicks) Year 2012  
CCNA [*Cisco Certified Network Associate*] Certification Year 2009  
Diploma in Information Technology (Software development) *TAFE institution Australia* Year 2007-2008  
Certificate IV Information Technology (Programming) *TAFE institution Australia* Year 2006-2007  
Certificate in computer maintenance and repair *from datamatics* Year 2004  
Certificate in Practical Data Processing *City and Guide of London institute* Year 2004  
Certificate in Spreadsheet Processing Technique *City and Guide of London institute* Year 2003  
Certificate in Word Processing Technique *City and Guide of London institute* Year 2001

## Interest and Activities

Listening to music, watching movies Clubbing  
Camping, fishing and hiking Photography/Videography, self learner

**Reference** (*Available on request*)

## **Responsibility as Operations Shift Supervisor**

Supervises the operation of all systems related to the operation of online lottery games, accounting systems, and drawing systems; ensures that all operational procedures are followed and all records are retained; establishes shift staffing plans to provide for 24/7 coverage; participates in coordination of shift transitions .

Supervises the testing and implementation of new software releases; ensures that all operational procedures and checklists are accurately written; ensures that all software releases are maintained with appropriate configuration management.

Ensures that all operators are properly trained; monitors adherence to procedures and checklists; creates training plans for new operators or remedial training to target weak areas of knowledge; creates training programs for new games, software, features and upgrades.

Participates in developing disaster recovery plans and procedures to ensure continuity of operations; schedules and performs periodic testing of the plan; ensures operators are trained and able to carry out plans

Analyzes system security and security procedures; implements security measures where the service provider(s) have insufficient security levels.

Analyzes the monitoring reports generated by the Network Supervisor.

Takes all necessary measures to rectify problems to avoid any major operational disaster.

Coordinates with IGT and other equipment and software suppliers to ensure smooth operations and proper implementation of new or upgraded software.

Generates weekly reports on operations and system performance

## **Responsibilities for 'Software Quality Assurance Supervisor**

Test fixes released in Customer Acceptance Test(CAT) environment

Prepare batch release in CAT as per procedure defined and establish release test plan

Raise RFSS (Request for Software Services) based on issue identified or submitted

Follow-up of Changes Requests, TIR and Defects release with software service providers

Participate in meetings with Service Providers and Management related to software issues

Manage software versioning control in all environments

Plan QA team department day-to-day activities and prioritize tasks

Provide QA recommendations regarding release management;

Discuss test result with the Software Project Manager and present risks and recommendations

Establish procedure to ensure high quality control in testing and release areas

Write-up and participate in documentation relative to software functionalities

Identify, communicate and escalate software tests results and issues to concerned parties

Write-up test scripts based on change requests and fixes during test phase

Provide feedback to concerned parties relative to Lottery software and terminal

Maintain up to date RFSS test status in tracking tool

Follow and establish software quality assurance testing processes (test scripts, regression testing...)

Review and establish software functional specification documents as per business requirements

Review all documentation related to software functionalities and release (SRS, release notes, release checklist...)

Establish & Maintain database / documents / test scripts, of all software testing / results for review by customer, auditors, management

Develop monthly CAT schedule for Madagascar and Mauritius

### **Responsibilities as Draw Manager**

Perform Lottery Draws, including communication of results, with integrity and in compliance with: The defined draw procedures approved by the GRA Act 2007

The setup and continuous improvement of the draw processes.

Ensure the Lottery draw equipment - Draw Machines + Draw Balls conform to specifications (Supplier specifications, MSB, etc.) as requested by the GRA; regular monitoring of the draw equipment for possible deviations against standards and reporting of such.

Planning of the general draw operations including:

Liaise with the Marketing Department to validate the draw show content wherever applicable.

Liaise with National Broadcaster for airtime and show broadcast.

Liaise with the GRA Officials and Police des Jeux for their availability.

Manage the whole lottery process during Draws.

Provide training on the Lottery Draw Processes to ensure backup personnel has the ability to step in and conduct draws at any point in time.

Define a Continuity Plan for the Lottery Draws to ensure the draw process can be performed even in a crisis situation.

Budget planning for Draw Operations and monitoring the show durations based on defined and approved budget for draw show.

Communicate draw results accurately to end customers via LN web Page and Orange.mu which need regular update

Coordinate and Manage Draw Team which include officials from different departments and holding different functions. Coordinate with the Duty Manager (Executive Mgt Team), Security Team, Production Team including Freelance Host, Internal Host, Marketing Team, IT Team (Datacenter), HR Team and Communications Team)

Provide training on the Lottery Draw Processes to ensure backup personnel have the ability to step in and conduct draws at any point in time.

### **Responsibility as Digital Project Manager**

Lead, manage and develop the digital team;

Develop and implement a digital strategy to ensure the website and other digital channels support strategic marketing goals;

Manage the roadmap of all digital solutions development across the organization to ensure that any new solutions are aligned with the long term vision of the organization;

Responsible for the development of User Research focusing on customers process to consume and make decisions on data to ensure that our solutions are aligned with the needs of the market;

Sync with the development team and lead to communicate priorities and roadmap to align resources with the most critical projects and timelines;

Implementing new Digital related processes to maximize business efficiency;

Develop and implement a digital strategy to ensure the website and other digital channels support strategic marketing goals;

Take a user-centred, data-driven, evidence based approach to the development of digital services and customer journey.

Advise and work with in-house and external agencies to support the development and maintenance of the external facing digital presence, producing requirements and technical specification documentation.

Maintain a high awareness of industry best practice and trends, particularly in regard to accessibility, usability and emerging technologies.

Oversee the management and use of Google analytics, Tag Manager and third party tracking, and create, manage and distribute actionable insights via regular and ad-hoc reporting.

Lead to ensure high levels of accessibility, search engine optimisation and customer journey.

Evidence of managing customer-centric websites and digital platforms

Experience of creating strategy and operational tactics to support business goals, and the ability to analyse ROI

Experience of leading on web developments of high digital services via agencies and internal teams.

Responsible for the development of a UI/UX strategy that will align with the needs of the organization as well as the needs of the market.

## **Software Project Manager**

*Ithuba Holdings Proprietary Limited operator, South African National*

Oversaw planning, application development, verification and risks involved in software projects.

Monitored resource usage and managed tasks so costs did not exceed budget projections.

Coordinated development, testing and release of a complete suite of web-based software offerings.

Supervised and trained team of software developers, providing resources needed for success.

Develop and analyze systems to be used internally.

Liaise with PMO regarding all ICT related projects, including batch releases, new products and general ICT projects.

Develop strategies that are to be used in implementation of software and hardware systems in the organization.

Designing and applying appropriate project management standards.

Managing the projects of production of the required deliverables.

Look after the purchase of the software and hardware systems and plan proper budget and quotations for the systems.

Provide training and necessary assistance for the employees involved in implementation and maintenance of the software systems.

Oversee the periodic maintenance and servicing of MIS system to improve operational efficiency.

Monitor MIS performance regularly to avoid unplanned outages and down times.

Monitoring overall progress and use of resources, initiating corrective action where necessary.

Managing project risks including the development of contingency plans.

Reporting through agreed timelines on the project progress to all stakeholders.

Track and monitor security of hardware and software systems.

Recommend and implement new technology solutions to improve productivity.

Adopting and applying appropriate technical and quality strategies and standards for the company.

Develop and maintain broad knowledge of company's' business and technology requirements and needs.

Develop and maintain system plan including operational requirements, budget requirements and schedules.

Develop process improvements for increased efficiency and cost effectiveness.

Ensure the necessary processes are in place to ensure successful failover of all systems including the lottery system.

Develop and manage staff to monitor technology staff and oversee policies and procedures of the company.

Contribute to the development and successful delivery of an annual operating plan which supports the company's' mission, objectives and core values.

Lead and manage the Software team, ensuring that staff are managed, trained, and motivated to meet the objectives and priorities of the service and the company.

Develop and embed quality standards and service level agreements for the software team ensuring these are maintained and the effectiveness monitored and reviewed.

Conduct training on Software activities to increase staff expertise.

Supervise and motivate the Software team to work collectively and efficiently.

Coordinate with MIS team to ensure that technology, infrastructure and operational requirements are met.