

Jean Yves E. Perrine

Senior IT Program and Project Manager / Program and Project Senior Mgmt Analyst

A results-driven Senior IT Programme and Project Management leader with over a decade of experience spearheading strategic digital transformations and multi-country initiatives. Expert in aligning complex IT strategies with core business objectives, driving large-scale project portfolios, and leading high-performing global teams to deliver measurable business value and foster organisational growth.

✉ jean.yves.perrine@gmail.com

☎ +23052540244

📍 Pointe aux Sables

🌐 [linkedin.com/in/jean-yves-e-perrine-769714116](https://www.linkedin.com/in/jean-yves-e-perrine-769714116)

WORK EXPERIENCE

Senior IT Program and Project Manager Accenture

12/2022 - Present

Key Responsibilities

- Deliver a portfolio of digital transformation projects by defining and executing IT program goals aligned with organisational strategy.
- Direct cross-functional teams (20+ members) across 3 continents in cloud migration and enterprise system integration initiatives.
- Develop KPIs and dashboards enabling C-level visibility into program performance and risk.
- Championed alignment between IT delivery and business objectives, strengthening stakeholder engagement and enabling high satisfaction across business units.

Project Manager - Supply Chain & IT Digital 4 Business

10/2021 - 10/2022

Key Responsibilities

- Directed strategic planning and execution of digital initiatives across IT and supply chain functions.
- Oversaw governance for 4 concurrent transformation programmes supporting procurement, inventory, and operations.
- Led automation and process improvement initiatives to scale operations and ensure regulatory alignment.
- Collaborated with vendors and executives to ensure solution delivery aligned with enterprise goals.

Head of Digital Operations CQL Accounting Services

06/2021 - 10/2021

Key Responsibilities

- Led digital transformation initiatives to optimise operations across 3 departments.
- Introduced and optimised automation tools, significantly enhancing workflow efficiency and reducing manual efforts.
- Developed real-time performance tracking systems to enhance decision-making.

Technical Helper Mauritius Telecom Services

01/2017 - 06/2021

Key Responsibilities

- Coordinated 24/7 NOC operations ensuring 99.9% uptime across national network infrastructure.
- Created SOPs to streamline escalation handling and enhance onboarding of junior engineers.
- Delivered internal training to 10+ staff on monitoring tools and process documentation.

Customer Care Agent

Network operation center (NOC) at Mauritius Telecom

10/2012 - 12/2016

Key Responsibilities

- Monitored telecommunications networks.
- Handled Level 1 incident management and escalations in high-pressure telecom environments.
- Acted as liaison between field engineers and NOC to ensure issue resolution within SLA.

CORE COMPETENCIES

Strategic IT Program Delivery

Digital Transformation Leadership

Multi-Project Portfolio Management

IT Governance & Risk Management

Agile & Waterfall Methodologies

Strategic Planning & Execution

ERP Implementation & Integration

Change Management & Automation

EDUCATION

Global Master In Business Administration

Rome Business School & Valencian
International University

07/2022 - 07/2023

Ducere Business School

Diploma In Business

South Metropolitan TAFE

06/2019 - 06/2020

Charles Telfair Institute / Curtin Mauritius

KEY PROJECTS

Foodworks Ltd (10/2020 - Present)

Developed a web-based services platform, taking ownership of system architecture, coding, and administration to support digital operations.

Network Operation Center / Mauritius Telecom services (06/2020)

Designed and implemented Standard Operating Procedures (SOPs) to streamline incident resolution and enhance operational efficiency.