



Vincent Renaudat

ServiceNow Project/Program Lead

✉ vincentrenaudat@gmail.com ☎ +48 733 741 850 📍 Wrocław, Poland

📁 CAREER SUMMARY

ServiceNow Program Lead with 10 years in IT transformation. Currently leading a greenfield ITSM, ITAM and ITOM implementation end to end, from process design and governance to adoption, with hands-on admin access. Previously led the testing, migration and cutover workstream of a greenfield ServiceNow and Digital Workplace program for Orange Business (30k users, €2M). PMP and ITIL certified, delivering for international clients in English and French.

🧠 SKILLS

ServiceNow & Service Management

- ServiceNow ITSM / ITAM / ITOM
- ITIL Process Design
- Test Strategy & UAT
- Service Transition

Transformation & Program Delivery

- Program Governance & Financials
- Risk & Stakeholder Management
- Organizational Change Management

Technology

- Microsoft 365 & Power Apps
- Enterprise IT Infrastructure

🌐 LANGUAGES

English: Native

French: Native

Danish: Intermediate

German: Conversational

Polish: Conversational

📁 WORK EXPERIENCE

Program Manager, Lapp Business Services

01/2026 – Present | Wrocław, Poland

Lapp Group: greenfield ServiceNow ITSM, ITAM and ITOM implementation (6k users)

Program Lead for a full-suite ServiceNow implementation, owning a €1.6M annual budget, the roadmap and governance for a cross-functional program of 25+ people across multiple workstreams.

- **Governance and financials:** own the program budget, roadmap and backlog prioritization, and report to senior leadership on delivery, risks and spend.
- **Process design:** define and enforce ITSM process and design standards across workstreams, keeping the platform consistent and close to out-of-the-box.
- **Platform:** hold hands-on ServiceNow admin access, bridging configuration decisions with program priorities.
- **Adoption:** lead organizational change management, aligning stakeholders and end users around the new processes.

Program Manager & Stream Lead, Atos

03/2023 – 12/2025 | Wrocław, Poland

Orange Business: greenfield ServiceNow ITSM and Digital Workplace implementation (30k users)

Led the Transformation workstream (€2M budget) of a full DWP program covering a ServiceNow ITSM implementation, service desk and on-site support.

- **Testing:** defined the test strategy and test plan and led execution across all workstreams, validating ITIL processes end to end in ServiceNow.
- **Migration and cutover:** owned the go-live checklist and the minute-by-minute cutover from the incumbent provider, including data transfer, user activation and stakeholder communications.
- **Digital Employee Experience:** initiated the Nexthink integration for end-user computing analytics.
- **Green IT:** launched the implementation of the Aguaro plugin to measure the carbon footprint of IT services.

Other engagements: program and project management across publishing (Hachette Livre), public health insurance (CNAM) and public transportation (Société du Grand Paris), including a €1M+ infrastructure transition.

Account Portfolio Manager/Project Manager, IBM / Kyndryl

09/2018 – 02/2023 | Wrocław, Poland

Carrefour (retail): infrastructure projects

- Delivered infrastructure and transformation projects, then took over the account portfolio, overseeing 10 PMs.
- Owned account financials, forecasting and escalations, and mentored PMs on PMI and ITIL delivery standards.

The Co-operative Bank (banking): security and mainframe

- Delivered security and mainframe projects, then led the program in a regulated banking environment.
- Owned program financials, forecasting and escalations, and enforced delivery standards across the team.

CERTIFICATIONS

PMP

PSM I

ITIL v4

Microsoft Azure Fundamentals

Microsoft Power Platform
Fundamentals

ServiceNow CSA (In Progress)

Project Manager, *Ariane Systems*

01/2017 – 08/2018 | Paris, France

Delivered self-service kiosk and digital guest solutions for hotel chains, from single-site deliveries to full-estate rollouts.

- **Clients:** Radisson, Scandic, Thon, StayCity and Club Quarters.
- **Delivery:** owned projects end to end, from initiation through installation, configuration and go-live.

EDUCATION

ECE Paris, *MSc Energy Engineering*

2011 – 2016 | Paris, France

Aalborg University (Exchange year), *BSc, Electronics & IT*

2013 – 2014 | Aalborg, Denmark