

Gaël Palie

ITSM & Application Manager

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PROFESSIONAL SUMMARY

ITSM & Application Manager with 15 years of experience in the Luxembourg financial sector. I keep applications running - availability, performance, stability - and lead the projects that move them forward: version upgrades, access hardening, infrastructure migrations. ITIL 5 certified and ITIL 4 Practitioner in incident management, working as a permanent interface between the business, the technical teams, the vendors and the risk teams.

Alongside that, ten years of major P1/P2 incident management in regulated environments (DORA, CSSF), and a deliberate automation practice: automated ITSM reporting in ServiceNow, scheduling of operational tasks, CI/CD pipelines, MCP servers and processes built around generative AI.

KEY SKILLS

Service Management & ITSM tools : Major Incident & Problem Management (ITIL 4) ; Root Cause Analysis & Post Incident Review ; Root cause analysis using the "5 Whys" methodology ; KPI / SLA reporting ; Coordination with stakeholders ; Responsible for Service Request Fulfilment processes ; ServiceNow, Jira Service Management, Omnitracquer

Compliance & regulation : DORA (Digital Operational Resilience Act) requirements related to incident and problem management in financial institutions ; Contribution to regulatory audits and compliance reviews related to incident governance ; Communication towards regulatory bodies (CSSF) ; Securing application access and flows: MFA, two-factor SSH authentication, end-to-end GPG encryption

Systems & infrastructure : Windows Server, Active Directory, Group Policy Management ; Linux (Rocky, CentOS, Debian, Solaris) ; Azure / Azure DevOps (CI/CD pipelines) ; Unraid (self-hosted services) ; S3 object storage and inter-datacenter migration

Applications & middleware : Oracle WebLogic, Oracle WebCenter Content ; Apache Tomcat, IIS, WebSphere ; NGINX, Pulse Secure, PuTTY ; Schedulers: Tivoli, UC4, Autosys ; Scripting & queries: Bash/Shell, SQL

Automation & AI : ITSM reporting automation: dashboards and scheduled reports in ServiceNow ; Scheduling of operational tasks (Autosys, Tivoli, UC4) and shell scripting ; Application deployment through CI/CD pipelines (Azure DevOps) ; Implementation of MCP (Model Context Protocol) servers to connect an AI assistant to real tools ; Design of processes built around generative AI, then automation of those processes ; Comparative evaluation of self-hosted models and models from the major providers ; Automated accounting capture chain: form, archiving, OCR extraction (Tesseract), validation ; Automatic generation of financial reports ; Self-hosted homelab (Unraid, Docker) as a continuous learning ground ; AI-assisted design and delivery - this site is the product

Method & reporting : Project management: Agile, Prince2 (basics) ; Excel: pivot tables, advanced formulas ; PowerPoint: incident trend reporting slides ; Strong analytical and writing skills

PROFESSIONAL EXPERIENCE

Application Manager

IT Family - Freelance consultant - Client : Luxembourg bank (undisclosed)

05/2026 – Present

- Keep the applications under my responsibility in operational condition (run): availability, performance and stability, acting as the interface between the business, the technical teams and the vendors.
- Rolled out multi-factor authentication (MFA) on an Oracle WebLogic application: scoping, testing phases and production release.
- Led the version upgrade of Oracle WebCenter Content, from testing through to production release.
- Migrated S3 object storage from one datacenter to another, coordinating with the infrastructure teams and the business.

- Analyse and resolve application incidents, coordinating corrective actions with internal teams and external providers.

IT Major Incident Manager

STRAS Luxembourg - Consultant - Client : BIL

08/2024 – 04/2026

- Lead the management of major incidents, coordinating technical teams and ensuring timely communication to stakeholders and regulatory bodies (e.g. CSSF).
- Drive problem analysis and continuous improvement of ITSM processes in alignment with ITIL best practices; actively contribute to process documentation and IT governance.
- Act as ITIL subject matter expert, supporting compliance with SLAs/OLAs, mentoring team members and overseeing tool usage (e.g. ServiceNow) in a regulated environment (DORA, internal standards).
- Conduct root cause analyses and initiate problem records; actively follow up on recurring issues to improve service reliability.
- Ensure consistent application of ITIL processes and drive awareness within the technical teams.
- Facilitate post-incident review meetings and define action plans to mitigate future risks.

IT Major Incident Manager

CTG Luxembourg PSF - Consultant - Client : ex-RBC

10/2023 – 04/2024

- Led critical P1/P2 incident resolution, including escalation, coordination and communication with all involved stakeholders.
- Reviewed incident documentation and ensured proper transition to Problem Management.
- Designed dashboards and automated reporting for ITSM processes including incidents, changes and service requests.
- Drove the development of a standardised communication process during incidents to improve transparency and reduce time to resolution.
- Led the hardening of the MFT TA Gateway lines in three levels: whitelisting of client IP addresses, two-factor SSH authentication (key and password), then end-to-end GPG encryption.

IT Application Team Leader

CTG Luxembourg PSF - Consultant - Client : Northern Trust

01/2022 – 10/2023

- Maintained accurate incident records in ServiceNow, supporting data-driven decision-making and continuous improvement efforts.
- Provided fully documented services, updated and maintained throughout the life of the service and aligned to ITIL 4 best practice.
- Drafted new dashboards and scheduled reports for L2/L3 teams covering Incident, Request, Change and Problem management within ServiceNow.
- Worked on the service catalogue for different Configuration Items (CIs) to draft new Service Level Agreements (SLAs) for support activities.
- Led, as team leader, the onboarding of six consultants for a new CTG/NSI contract: integration into the team and ramp-up on the application scope.

IT Application Engineer

KPMG Luxembourg - In-house

06/2021 – 12/2021

- Worked with project managers, business owners, service owners, managed service partners, operations teams and third parties to ensure that projects are delivered in compliance.
- Acted as technical project manager and liaised with vendors over issues, patches and new releases.
- Deployed new applications using Azure DevOps with CI/CD pipelines.

IT Application Support Analyst

CTG Luxembourg PSF - Consultant - Client : Société Générale Bank & Trust - Luxembourg

02/2019 – 05/2021

- Applied the ITIL framework on a daily basis as single point of contact: release management, change management, incident management, problem management and knowledge management.
- Initiated and led incident bridges, coordinated technical resolution efforts and ensured timely communication to stakeholders.

IT Application Manager

GEN II Luxembourg Services S.à r.l. - In-house

02/2018 – 02/2019

- Installed, deployed, maintained and monitored business applications (eFront).
- Acted as SPOC for the business and liaised with the vendor over issues, resolutions, patches and new business requirement documents.

IT Application Manager / Support Engineer

FE fundinfo - In-house - Esch-sur-Alzette, Luxembourg

01/2017 – 02/2018

- Contributed to request, incident, problem and knowledge management for in-house applications within an ITIL-based operating framework.

IT Application Support Engineer

Halian Europe - In-house - Client : European Investment Bank - Luxembourg

07/2015 – 12/2016

- Monitored all applications and systems: databases, file systems, uptime.
- Automated application operational tasks using a scheduler (Autosys) and scripting.

CERTIFICATIONS

- ITIL 5 - PeopleCert - August 2026
- ITIL 4 Practitioner: Incident Management - PeopleCert - July 2026
- ITIL 4 Foundation in IT Service Management - PeopleCert - 2020
- ISTQB Foundation Certified - ISTQB
- LFS101x - Introduction to Linux - The Linux Foundation (edX)
- eFront EFI100 / EFI200 - eFront - FE fundinfo
- Coaching Skills for Leaders and Managers - Professional training

LANGUAGES

- French : Native
- English : Fluent