



MYRIAM RAGNI

Senior Project Manager



SIDEKICK NETWORK
selected experts

- 20 years of service delivery and operational experience in the highly regulated pharmaceutical industry
- Experience in leading complex global technology projects, service and process development, solution engineering, service management, continuous service improvement and team leadership
- Possesses great perseverance, strives for high quality and excellence to achieve superior results, and meet customer needs by providing innovative solutions
- Enjoys solving challenging problems, examining data to gain insights and support decision making



EDUCATION

2019 – 2020	Johns Hopkins University, USA Data Science specialization
1986 – 1988	Université de Haute Alsace, France Master Degree in Management Information Systems
1983 – 1986	Université de Haute Alsace, France University Degree in Science

CERTIFICATION / FURTHER EDUCATION

University of California San Diego - Drug Development Product Mgmt.
University of California San Diego - Drug Discovery
John Hopkins University - Data Science
Robotic Process Automation
Service Sourcing
Leading Global Teams
ITIL V3
IT Project Management Professional Development Program
Certified eCompliance Manager
Statistics
GxP

EXPERIENCE / BACKGROUND

Professional Experience	20+ years
Language	French (native) English (fluent) German (fluent) Italian (basic) Spanish (basic) Japanese (basic)
Industries	Pharma Healthcare Transportation Banking and Finance



Methods &
Management Skills

Project Management (agile and waterfall)
IT infrastructure-related services
Infrastructure Migration
IT solution engineering
IT service development
IT service management & operation
Data analysis and visualization
Interface between IT and Business
Vendor management
Data management
Escalation management
Product evaluation and testing
Solution Engineering
Process/service design/development
Service transition and operation
Development of concepts
Troubleshooting
1st to 4th level support
Global infrastructure rollouts
Stakeholder training
Programming and scripting
Documentation
Process optimization
Standardization
Infrastructure refresh
Operational excellence
Visualization tools
Machine learning (R)
Management reporting

Technical Skills

MS Office, incl. PowerPoint, Excel, Word
Windows Server
Virtual Desktops
Citrix
Novell NetWare
Tableau
Qlik Sense



PROFESSIONAL EXPERIENCE

Since 08/2020
Switzerland

Novartis
Digital Solution Manager

Responsibilities:

- Member of strategic team responsible for defining the drug asset-level digital and data science strategy
- Support the Data and Digital Asset-Enhancing Strategy team in defining methodologies and tools for the Global Drug Development Teams to develop a Data and Digital strategy for drug assets under development
- Lead the development of a Web portal showcasing the data and digital capabilities/solutions available within the organization. Liaise with the subject matter experts to profile their solution and with the IT technical team for the implementation on the platform
- Responsible for quarterly reporting on strategic recommendations on a portfolio of digital solutions valued at \$2+ Bn and preparing report for CxO levels
- Launched 9 Data & Digital (D&D) capabilities on Web portal in 6 months Co-created the functional design of a clinician facing software solution
- Developed a new process to track the value delivery of D&D solutions Created/ the quarterly management reports / dashboards

01/2016 – 07/2020
Switzerland

Novartis
IT Service Performance Expert

Responsibilities:

- Provide professional consultancy and active support to IT service organizations regarding service level management, key performance indicators, reporting and continuous service improvements
- Responsible for identifying opportunities to simplify, automate and improve operations that result into productivity, costs, and compliance benefits
- Support the Global IT Transformation program, the design and delivery of strategies and solutions in collaboration with global functions/teams
- Successful migration to new global IT Service Management solution: 20 service lines modeled/configured, thousands of assets and >500 team members onboarded



- Mitigation/closure of >70% critical Security findings on corporate clients IT Service Performance Expert, Novartis Business Services - IT Service Excellence
- Service performance reporting automated for Client Services, 100% of the defined KPIs monitored
- Developed the training material for the clients migration to Windows 10

01/2010 – 12/2015
Switzerland

Novartis
IT Senior Service Delivery Manager

Responsibilities:

- Take over the operational responsibility of an existing Web-based remote access service; transform, scale the platform and initiate improvement initiatives to stabilize the environment and for a better user experience
- Key leadership role in a team responsible for designing and deploying of a new tailored service providing internal and external secured access to applications and virtual desktops in a Citrix environment
- Responsible for creating and documenting the operational processes aligned with the quality and security standards
- Key contributor for the identification and selection of the operational service provider
- Responsible for building, recruiting, onboarding and managing the follow-the-sun request management team (15 externals based in CH, USA, Czech Republic and India), serving ~25.000 internal consumers and offshore vendors
- Primary interface between the business and the technical support teams, primary point of contact for escalation management
- Stabilized and improved the legacy remote access environment
- Orchestrated and allowed the timely bulk onboarding of users for strategic Merger & Acquisition project and during the N1H1 pandemic
- All operational processes documented and validated by QM
- Trained and coached the delivery team to achieve superior performance
- Successfully led project driven infrastructure and user migrations to next generation platforms



01/2005 – 12/2009
Switzerland

Novartis
IT System Architect / Service Delivery Manager

Responsibilities:

- Coordinate and oversee the evaluation, design, build, setup and delivery of a global standardized platform for an Electronic Software Distribution (ESD) solution for clients and servers
- Lead a team of engineers, developers, and regional operations managers
- Full operational responsibility of the final product (infrastructure components, operational processes, 3rd – 4th level support)
- Manage the lifecycle of the solution, plan and supervise the testing, qualification and deployment of several new product releases/versions ensuring operational stability and integration into the global IT ecosystem
- Introduction of a global standardized ESD platform, serving ~100'000 clients in 250 sites; productive for 5 years without business-critical outages
- Huge increase in client/server stability, operation's efficiency, quality, and security compliance
- Cost reduction
- No major audit findings

03/2000 – 12/2004
Switzerland

Novartis
IT Senior System Engineer

Responsibilities:

- Contribute, as part of the Client engineering team, to the Enterprise Next Generation Infrastructure project to standardize the Novartis client and server platform using state-of-the-art technology and products
- deliver standard, reliable and GxP compliant client Windows images, actively participating to all project phases, from prototyping to deployment, through testing cycles and qualification steps (URS-PQ, FS-OQ)
- New Client image successfully deployed on ~70'000 PCs globally
- Novartis Global Excellence Award (outstanding and superior innovation, wide peer recognition)



09/1998 – 02/2000
Switzerland

BKB
IT Security Manager

Responsibilities:

- Defining and implementing security measures on Windows server and workstations for compliance monitoring
- Setup and manage the remote access platform including Checkpoint / SUN Solaris Firewalls
- Evaluation of new security software (encryption, strong authentication, auditing)
- Stable environment, no security related issues

05/1995 – 08/2008
Switzerland

WDP
IT Network Consultant

Responsibilities:

- Independently plan, coordinate, and implement network projects in medium and large customer environments
- Technical consultancy and troubleshooting of complex problems in Novell, Windows server, desktop systems
- Product evaluation and testing
- Customer training
- Various infrastructure projects successfully completed

07/1988 – 04/1995
Switzerland

Sandoz Technologies
IT System Specialist

Responsibilities:

- Lead the development of a finance application with management reporting functionalities
- Operational responsibility of the AS/400 environment (department infrastructure).
- Oversee as project leader the design, setup and deployment of a modern and scalable platform based on Novell NetWare and providing back-office applications to all associates of the Sandoz Technology division in 4 sites
- Lead the operational team
- Introduction of a new finance application
- Development and successful deployment of a new back-office standard platform for a company division
- Supported the rollout in other divisions