



# Christophe Zajpt

## Technology Leader CIO/CDO/CXO

### Inspiring People + Powering Business + Unlocking Optimum Value

#### About me

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Dynamic and results-driven IT Executive with over 20 years of leadership experience across global manufacturing, engineering, and consumer goods industries, I specialize in leading digital transformations to enhance productivity and foster sustainable growth. My leadership style is rooted in creating a collaborative, inclusive, and trustworthy environment that empowers teams to unleash their full potential while aligning with strategic business objectives.

By leveraging best practices, emerging technologies, and a strong focus on customer experience, I deliver digital solutions enabling businesses to thrive in today's fast-paced landscape.

#### 15 Years of IT Leadership in Numbers

Generated  
Business Growth  
(cumulative)  
**>\$800M**

Delivered  
Productivity  
(cumulative)  
**>\$450M**

Mitigated  
Risks  
(cumulative)  
**>\$80M**

Customer  
Satisfaction  
(average)  
**15% ▲**

Employee  
Engagement  
(average)  
**25% ▲**

#### Work Experience and Highlights

**NILFISK** Nilfisk is one of the world's leading manufacturer of professional cleaning equipment in both industrial, commercial and consumer markets with sales entities in 45 countries and dealers in more than 100 countries.

**Group SVP and CIO | Copenhagen, DK**

2023 – 2024

After honing skills in large companies, I wanted to contribute to companies with ambitious growth, innovative strategies, and a sustainability focus. I joined Nilfisk as their group CIO to lead IT, Master Data, and Global Business Services (GBS). Responsible for developing and executing a holistic strategy aiming to establish high-performing IT services, standardize business processes, and unleash the power of data.

- Deployed a standardized ecosystem in the Americas (MX, USA, and CA), consolidating 90% of Nilfisk revenue in one global SAP instance
- Increased order intake automation to 65% and invoice processing automation through ML/AI to 42%
- Contributed to 8% business growth by integrating IoT and smart devices with a customer portal featuring advanced analytics, enabling clients to optimize operations
- Delivered \$1.8M of annual productivity from application portfolio optimization, process simplification/optimization/automation, and managed services
- Strengthened security posture/maturity by implementing a multi-layered strategy that includes encryption protocols, intrusion detection systems, and user training
- Revitalized IT through a service-oriented operating model enhancing quality and speed while fostering a customer-centric culture

**ABB** ABB is a leading global technology company that energizes the transformation of society and industry to achieve a more productive, sustainable future.  
\$32B revenue; 105,000 employees; 100+ countries

**CIO, Head of Consumer Experience | Zurich, CH**

2020 – 2022

In this role, I was privileged to architect, design, and operationalize a brand-new IT Consumer Experience (CX) function, the purpose being to improve the experience of ABB end-users while reducing IT operational costs. I defined the entire concept, from the vision to the strategy including KPIs to measure success. The challenges to overcome were the legacy organizational culture with low customer service and limited empowerment, the complexity of IT processes, and the lack of proactive capabilities.

- Developed and implemented an end-to-end CX "engine" through a comprehensive Management Operating System (MOS)
- Built a diverse, inspired, and high-performing IT team of 900 employees and contractors
- Drove cultural transformation focusing on customer-centricity, accountability, speed, and business outcome through a complete MOS
- Improved end-user IT Productivity by 52%; Reduced business disruptions (incidents) by 42%; Improved customer satisfaction by 12%
- Increased proactive and preventive support by 400% through monitoring, data analytics, and automation
- Increased employee engagement of the CX function by 25% (from 68 to 85) and cross-team collaboration NPS from -30 to +24.5
- Generated \$19M of savings through technology upgrades and vendor negotiations with another \$25M in the pipeline for the next 3 years

As a CIO of the \$13B Electrification Business, I led the transformation of the country-based IT function into a global model, leveraging economies of scale, talent workforce, driving system and process standardization, and emphasizing on Data & Analytics while empowering the four business units to quickly react to their customers' needs. I also led the IT integration of a \$2.6B business acquisition, well under both budgeted timing and spending.

- Developed and drove a Data and Analytics strategy driving business growth as well as faster and more accurate business decisions
- Increased order intake automation up to 80% and contributed to 3% order growth through functionalities based on innovation and feedback
- Achieved \$20M YoY productivity in IT through cross-functional collaboration and disciplined management (total budget: \$355M)
- Improved organizational effectiveness by 6% through process standardization, simplification, and people's development
- Completed the IT integration of the \$2.6B GE-IS acquisition \$22M under budget and with no stranded cost
- Completed 15 global ERP migrations in 13 months with no business disruption, merging \$500M of revenue into SAP
- Led contract novation and supplier contract analytics studies reducing YoY IT supplier spend by \$4.2M

### VP Business Processes & Systems, Electrification Business | Zurich, CH

2017 – 2018

Responsible for providing the best digital experience to external customers and internal stakeholders by driving business process standardization, digitization, and overall effectiveness improvement.

- Delivered 5% inventory reduction in China, Singapore, and Spain by implementing an inventory optimization solution (JDA)
- Achieved \$25M productivity in Engineering through tool rationalization and standardization and \$4.6M IT savings by migrating the PLM solution to the Cloud
- Architected and designed the ERP business transformation of the Electrification Business in North America



Honeywell is a \$40B company that addresses tough challenges linked to global macro trends such as safety, security, and energy. \$40B revenue; 140,000 employees; 100+ countries

### CIO EMEA, Environmental and Energy Solutions Business | Rolle, CH

2015 – 2017

After 9 years in Corporate, I had the pleasure of going back to the business and getting closer to Honeywell's products and external customers. As part of this \$5B business, I was responsible for leading all IT activities within the EMEA region to enable business improvement and profitable growth.

- Achieved 29% infrastructure cost savings and 20% rationalization of the IT Portfolio in the first 6 months
- Increased operating income by 40 bps by deploying and automating pricing best practices (using Vendavo)
- Deployed Salesforce CRM throughout EMEA, delivered marketing portal and B2B platform enhancing customer experience, and fully automated order intake (EDI)
- Achieved 20% customer care efficiency via process automation, Computer Telephony Integration (CTI), and customer self-service capability

### Sr. Director, Corporate IT | Tempe, AZ USA

2014 – 2015

It all started during a lunch discussion with a colleague from Procurement. We spoke about the lack of transparency in the supplier spend data. I took the initiative to lead a study and I developed a business case that was approved by Sr. leadership with a target to reduce supplier spending by \$50M.

- Developed and established a supplier spend management framework based on continuous improvement to drive year-over-year productivity
- Achieved \$61M productivity in supplier spend in 2015 with an additional \$42M in the pipeline for 2016

### Chief Compliance Officer, Corporate IT | Tempe, AZ USA

2011 – 2014

### COO, Corporate IT Infrastructure | Tempe, AZ USA

2006 – 2011

Growing my leadership skills in Europe and Asia guided me to value the importance of diversity. I relocated to the US to drive the global transformation of the IT Infrastructure operating model. It was an outstanding experience where I was grateful to learn from great leaders. With fast and sustainable improvements made in IT Infrastructure, the Group CIO asked me to expand the implemented concept to the whole IT function. I was responsible for IT Governance, IT Compliance, Customer Satisfaction, Software Services, and overall IT Effectiveness.

- Reduced the operating budget by \$180M through process standardization, emerging technology (e.g. Skype), and resource optimization/globalization
- Increased the level of internal customer satisfaction of IT Services from 68% to 84%
- Mitigated business risk exposure of \$80M; Eliminated license cost exposure and increased utilization rate to 89% for all managed software
- Enabled \$500M+ of revenue in supporting customer audits on existing and additional contracts
- Reduced Sarbanes-Oxley CAP (Corrective Action Plan) by 98%; Improved on-time CAP closure from 10% to 97%

Honeywell – **Director IT, Specialty Materials Business EMEA & APAC** | Levallois-Perret, FR

2002 – 2006

AlliedSignal – **Manager IT, Specialty Materials Business Europe** | Longlaville, FR

1997 – 2002

AHBL – **Manager IT, Expert System for Nursing Diagnosis** | Mont-Saint-Martin, FR

1995 – 1996

Commissariat à l'Energie Atomique – **DBA, Oracle & SQL** | Saclay, FR

1992 – 1995

## Mastered Skills and Competences

- C-suite Partnership and Influence
- Business Acumen, Innovation, and Merger & Acquisition
- Customer Centricity and Consumer Experience
- Organizational Design and Leadership
- People Development and Leadership Coaching
- Cultural Transformation and Employee Engagement
- Process and Technology Standardization
- ERP/Application Rationalization and Optimization
- Data Analytics and Business Insights
- IT Service Management and Agile/Scrum
- Continuous Improvement and Kaizen
- IT Governance, Compliance, Audit, Vendor Negotiations and Partnership

## Education and Certifications

- Master's degree and bachelor's degree in Computer science from Conservatoire National des Arts et Métiers, France
- Sr. Leadership Development Program from IMD Business School (ABB)
- FranklinCovey coaching as part of High Potential program (Honeywell)
- Leadership Development Program (Honeywell)
- Leadership Training at Krauthammer
- ITIL v3 Expert, ITIL v4 Managing Professional, 7 ITIL Practitioner certifications
- Six Sigma Black Belt, Lean Expert, Driving Operational Performance
- Agile Leadership, Growth Mindset, Critical Thinking, Change Management
- AI for Business, IoT-enabled business transformation
- Agile Scrum Product Owner, Strategic Cybersecurity
- Languages: French (native), English (fluent), Italian (basic), German (basic)