

Alexandre Lepoureau

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Senior Program Manager | Operations Leadership | Enterprise Transformation | Global Delivery | PMO Leadership

Senior Program and Strategic Operations leader with 20+ years of experience leading global programs, enterprise transformation, and operational excellence initiatives across technology, gaming, and digital services organizations. Proven track record delivering complex cross-functional programs from strategy through execution while building scalable operating models, governance frameworks, PMOs, and high-performing teams. Recognized for driving organizational transformation through data, AI, process optimization, and executive stakeholder engagement in multicultural environments. Fluent in English, French, and Spanish | [PMP® certified](#).

CORE COMPETENCIES:

Program & Portfolio Management • Strategic Operations • Enterprise Transformation • PMO Leadership • Business Transformation • Cross-Functional Leadership • Global Program Delivery • Client Relationship Management • Operational Excellence • Governance & Operating Models • Stakeholder Management • Executive Communications • Budget & Financial Management • Risk & Change Management • Resource Planning • KPI Reporting & Business Intelligence • AI Enablement • Process Optimization • Organizational Scaling • Team Leadership • Mentoring & Coaching • Agile Delivery (Scrum / Kanban)

TOOLS & PLATFORMS:

Jira / JaaS, Confluence, Microsoft Project, Azure DevOps (Boards, Repos, Pipelines – familiarity), TestRail, DevTrack, Power BI, Office 365, Google Suite, Atlassian Stack, Miro, Visio, Asana, Monday.com, Trello, Coda, Clarity, Workday, Betterworks, Generative AI Solutions, Prompt Engineering Frameworks, AI-Assisted Productivity Tools

INDUSTRY EXPERIENCE:

Gaming • Software Development • Technology • AI & Machine Learning • Data Analytics • Digital Services • Localization • Quality Engineering • Retail Operations • Business Consulting • Global Operations

WORK EXPERIENCE

[Keywords Studios](#), Mexico City, Mexico

Portfolio Operations Manager (6-Month International Contract) | Feb 2026 – Aug 2026

- Lead multiple client-facing Functional QA and Localization programs supporting AAA publishers from planning through execution across global delivery teams.
- Serve as a trusted operational advisor, identifying organizational improvement opportunities and leading transformation initiatives that improve governance, scalability, workforce planning, operational maturity, and business performance.
- Coach Project Managers while standardizing delivery practices, governance models, reporting frameworks, and cross-functional collaboration.
- Develop executive dashboards, BI reporting, KPI scorecards, workforce planning models, operational playbooks, career frameworks, and knowledge-sharing communities that strengthen organizational effectiveness and support long-term operational maturity.

[Electronic Arts](#), Vancouver, Canada / Bogotá, Colombia

Director of Operations | Nov 2024 – Jun 2025

- Directed the end-to-end delivery of EA's Bogotá studio launch, coordinating complex cross-functional workstreams spanning Engineering, IT, Security, Finance, Facilities, Legal, Procurement, and Operations from discovery through implementation.
- Built EA's Bogotá operation from concept to launch in under 18 months, enabling rapid strategic expansion and 24/7 QA coverage.
- Reduced hardware importation costs by 3x through strategic vendor partnerships and operational process redesign.

- Owned operational roadmap, delivery milestones, dependencies, execution governance, and risk management across multiple technical workstreams enabling quick and efficient decision making
- Partnered with enterprise stakeholders to align systems implementation with operational readiness, compliance requirements, and business objectives (incl. On site security systems, digital asset management system, electrical requirements and security systems)
- Built C-suite reporting frameworks and operational dashboards to track delivery progress, risks, and measurable business outcomes, enabling risk reduction and diminished financial exposure.

Senior Technical Program Manager, Strategic operations | Jul 2022 – Nov 2024

- Led enterprise transformation programs spanning AI enablement, workforce transformation, organizational modernization, and strategic operations across Product, Engineering, QA, Data, and Business Operations.
- Partnered with Engineering, Product, Data, and Business Operations leaders to prioritize enterprise initiatives, align strategic roadmaps, and deliver high-impact transformation programs.
- Defined governance structures, KPI frameworks, ROI measurement systems, and executive scorecards to evaluate transformation outcomes and guide strategic investment decisions
- Managed complex cross-functional dependencies, stakeholder alignment, escalation management, and delivery risk mitigation
- Communicated progress, risks, and strategic outcomes to senior leadership

Senior Technical Program Manager, PMO & Data Analytics | Mar 2016 – Jul 2022

- Established and scaled EA's enterprise PMO for Data Analytics, creating governance frameworks, operating models, portfolio management processes, and executive reporting supporting global delivery.
- Directed enterprise data transformation initiatives by partnering with Data Engineers, Data Scientists, Analysts, and Engineering teams to build scalable data infrastructure, reporting platforms, and analytics capabilities.
- Led the development of predictive testing and experimentation frameworks, integrating multiple enterprise data sources into centralized data warehouses supporting quality, workforce, project, defect, and telemetry analytics.
- Designed executive dashboards and self-service BI solutions using Power BI, Looker, and enterprise reporting platforms, enabling faster decision-making across Engineering, QA, Product, and Executive Leadership.

SELECTED ENTERPRISE TRANSFORMATION & PROGRAM LEADERSHIP

Enterprise PMO Development • AI Enablement Strategy • Global Workforce Transformation • Studio Launch & Operational Readiness • Predictive Testing Platform (AutoPrime) • Enterprise Data & Digital Transformation • Cross-Functional Portfolio Management • Executive Reporting & Dashboard Automation • Governance Modernization • Operational Excellence Programs • Risk-Based Quality Engineering • Executive KPI Frameworks • Technology Council Leadership • Portfolio Governance & Prioritization • AI-Supported Process Transformation • Career Progression Frameworks

EARLY CAREER HIGHLIGHTS

Founder & Business Owner, New Life Games (France)

Built and scaled a **multi-store retail business** with full ownership of P&L, vendor management, inventory planning, customer experience, staffing, budgeting, and commercial performance optimization.

Localization Director, Wanadoo Edition (Orange Group)

Led multilingual product delivery operations with ownership of localization quality, vendor partnerships, operational budgets, and cross-functional product delivery.

International Business Facilitator & Translator

Supported cross-border negotiations, vendor partnerships, and international business development across Europe, Africa, and LATAM.

EDUCATION

Master's-Level Studies in Translation & Interpretation (Completed graduate coursework)

B.A. in Business Administration, Team Management & Operations – École Supérieure de Commerce, Pau, France

B.A. in Translation & Interpretation (Spanish, English, French) – Université Catholique de l'Ouest, Angers, France

CERTIFICATIONS

Microsoft Certified: *Analyzing & Visualizing Data with Power BI*

Project Management Professional ([PMP®](#)) – Project Management Institute

COMMUNITY ENGAGEMENT

- Fundraiser and orphanage construction in Dahé, Benin, for humanitarian NGO Action Viamundi.
- Fundraising and operations support for 'Plaine de Ressources,' a women-led entrepreneurship exhibition in France, assisting with event setup, food services, and promotion of healthy, eco-friendly products.