BRICE LETUTOUR MFOKOUE

HEAD OF IT | REGIONAL IT HEAD | RESILIENCE & CYBERSECURITY | INFRASTRUCTURE & VENDOR GOVERNANCE

CONTACT

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CORE COMPETENCIES

- IT Strategy & Technology Governance
- Multi-Site IT Leadership
- Cybersecurity & Risk Management
- Infrastructure, Networks & Telecommunications
- IT Service Management & Operational Support
- Vendor, Contract & SLA Management
- Digital Transformation
- Cloud, Microsoft 365 & Google Workspace
- Budget & Cost Management
- Business Continuity & Disaster Recovery
- Stakeholder & Executive Management
- Project & Programme Management

EDUCATION

Master's in Computer Systems and Networks
Ecole High-Tech, Morocco, 2009–2011

Bachelor's (Licence) in Computer Science, IT Engineering
Polytechnique Privé d'Agadir, Morocco, 2006–2009

CERTIFICATIONS

ISO 27001 Lead Implementer
ITIL V4 · CobIT · Prince2
PwC – IT Systems Audit
Oracle DBA · VMware · CCNA
Data Visualization – Power BI

LANGUAGES

French: native
English: professional proficiency

EXECUTIVE SUMMARY

Technology executive with 14+ years in IT and 11+ in banking. Head of Technology at Ecobank Cameroon for 4+ years, CIO for CESA 2 (the CEMAC countries, Burundi, DR Congo and São Tomé) and member of the Ecobank Group Technology ExCo, coordinating 9 affiliates. Owner of resilience and security outcomes: PCI DSS compliance and ISO 27001, ISO 27701 and ISO 22301 certifications, and CEMAC core banking replication. Built a bank's entire IT infrastructure from scratch at BC PME, then modernized Ecobank Cameroon's network, servers, ATMs and decision-data platform. Standardizes on shared platforms, retires legacy technology and holds vendors to measurable SLAs.

KEY ACHIEVEMENTS

- **Security & compliance:** PCI DSS compliance and ISO 27001, ISO 27701 and ISO 22301 certifications achieved for Ecobank Cameroon (ECM), with InfoSec.
- **Resilience & availability:** network and ATM availability raised from 90% to over 96% (Dual LTE, telecom SLOs/SLAs), telecom OPEX cut by 30%; core banking database replication deployed for the CEMAC region.
- **Technology eliminated:** 30+ end-of-life network and security devices replaced; about 40% of virtual machines consolidated.
- **Regional leadership:** CIO for CESA 2 and member of the Ecobank Group Technology ExCo, coordinating projects and IT teams across 9 affiliates.
- **Digital & AI:** customer onboarding forms digitalized with the Transformation Squad; IT team moved to GitHub Copilot and Claude Code; 40+ staff trained on Power BI and AI.

PROFESSIONAL EXPERIENCE

Head of Technology & CIO CESA 2

2021 – Present

Ecobank Cameroon · Douala, Cameroon

Scope: 9 CESA 2 affiliates · 30 ATMs deployed · 5+ sites restructured · decision-data platform serving 4 business lines

- **Regional leadership:** lead the ECM technology function and act as CIO for CESA 2 and member of the Ecobank Group Technology ExCo, coordinating regional projects and IT teams across 9 affiliates.
- **Group delivery:** local lead for Group and eProcess initiatives; translate Group standards into country execution, govern vendor delivery and align deployments with business objectives.
- **Resilience:** raised network and ATM availability from 90% to over 96% with Dual LTE and optimized telecom links, reducing OPEX by 30%; deployed an IBM Power10 infrastructure for Oracle core banking database replication across the CEMAC region.
- **Vendors & economics:** negotiated SLOs and SLAs with telecom operators to raise availability, with telecom costs tied to the availability delivered.
- **Security & compliance:** obtained PCI DSS compliance and ISO 27001, ISO 27701 and ISO 22301 certifications for ECM, strengthening security, privacy

and business continuity.

- **Simplification:** restructured the local network across more than 5 sites (routing redesign, 30+ end-of-life Cisco, Checkpoint and Fortigate devices replaced); consolidated virtual machines by about 40%.
- **Digital & data:** introduced ETL and Power Automate and digitalized customer onboarding forms with the Transformation Squad, with Retail Banking (CCB) as business co-owner; built more than 5 Power BI dashboards and a decision-data platform serving 4 business lines.
- **Channels:** rolled out 30 ATMs with deposit modules handling the old and new CEMAC banknote formats, co-owned with Retail Banking (CCB) and Operations/Finance, easing branch queues and contributing to a 25% increase in deposit volumes.
- **People & AI:** spearheaded AI adoption across the IT team, moving it to GitHub Copilot and Claude Code; trained 40+ customer-service, relationship and CCB staff on Power BI and AI.

Director of IT & Chief Digital Officer

2019 – 2021

Banque Camerounaise des PME · Yaoundé, Cameroon

- Defined and executed the bank's digital strategy to improve operational efficiency and customer experience.
- Digitalized core banking and payment services: Amplitude core banking, SYSTAC Clearing, SYGMA RTGS, GIMAC and SWIFT Alliance Lite 2.
- Designed user-centric solutions for staff and customers; led IT teams through organizational change.

Head of IT Production & Operations

2015 – 2019

Banque Camerounaise des PME · Cameroon

Scope: full bank infrastructure built from scratch · headquarters, branches and disaster recovery site

- **Availability:** maintained high availability of mission-critical core banking operations; negotiated SLOs and SLAs with telecom operators, with costs indexed to the availability of the service.
- **Greenfield infrastructure:** built the bank's IT infrastructure from scratch across headquarters and branches: data center, Amplitude core banking platform and database, Cisco and Fortinet network, GIMAC connectivity.
- **Enterprise systems:** implemented ERP, CRM, HR and ITSM systems alongside the Amplitude core banking platform.
- **Disaster recovery:** designed a disaster recovery site with asynchronous Veeam replication, achieving RPO under 15 minutes and RTO under 4 hours.
- **Physical security & people:** deployed site-wide CCTV and facility access control; mentored and upskilled the internal IT team.

IT Supervision Division Head

2014 – 2015

Nexttel (Viettel Cameroon) · Cameroon

- Supervised IT teams and ensured service continuity for a fast-growing national telecom network, improving infrastructure availability.

Systems and Networks Engineer

Mar 2012 – Jan 2014

BCS Vision · Douala, Cameroon

- Administered the Radvision videoconferencing platform and the company's systems and networks.