

Philippe Gagneux

IT Business Analyst and Project Consultant. Pharma (GxP), change and AI

Basel · +41 79 746 01 99 · philippe@aptis.ch · aptis.ch

PROFILE

- In IT in Basel since 2008, for pharma, banking and insurance: Roche, Novartis, Syngenta, Bayer, Actelion/J&J, SERV
- Delivery and change: migration rollout site lead (Actelion/J&J), Monsanto integration (Bayer), built and led an IT support team as interim head (SERV)
- GxP at Roche (2023 to 2024): wrote URS and SOPs, changes under change control with QA approval, audits, process harmonisation between IT and manufacturing
- AI and automation: own practice since 2025, local AI integration and automation for small organisations; since 2026 as Aptis, Basel

EXPERIENCE

Since 2026	Owner , Aptis, Basel (successor to TechAid). AI consulting and automation for SMEs; courses and training.
Jan 2025 to Apr 2026	Independent OT/IT Consultant , TechAid, Basel. IT foundation for an education company (domain, mail, website, security baseline, CI, local AI integration) with a documented operating model; segmented network and automation (light, sound) with a kiosk interface for a cultural institution, set-up time cut through repeatable configuration; architecture lab for SSO/IAM, k3s, observability, backup/restore.
Jun 2023 to Dec 2024	IT/OT System Process Specialist, Quality Business Consultant , Roche, Basel (contract). Implemented changes under change control with QA approval; wrote URS and SOPs; took part in audits; harmonised IT and manufacturing processes in a GxP environment; aligned IT and business stakeholders across sites; governance models for system and process transparency.
Jan to Apr 2023	Interim Head of IT Support / Consultant , SERV Swiss Export Risk Insurance, Zurich (contract). Built and led the IT support team; defined operating processes; emergency concepts for the server infrastructure; automated workflows; trained staff; process documentation in BPMN.
Jun to Sep 2019	Digital Integration Consultant , Bayer, Basel region (contract). Monsanto integration into Bayer for enterprise users; advised senior management through the transition; technical support in the sensitive integration phase.
Dec 2018 to May 2019	Requirements Engineer , Syngenta, Basel (contract). Gathered and structured the business units' IT requirements; connected support teams with IT management; process improvements for transparency and coordination.
Sep to Nov 2018	IT Migration Site Lead , Actelion / Johnson & Johnson (via Brunel and Atos), Basel (project). Led the rollout team; stabilised the migration rollout; improved execution and stakeholder communication.
2017 to Aug 2018	Time off with self-study; followed by the BSc in Business Information Technology (2019 to 2022).
Feb 2015 to Dec 2016	Senior IT Support Specialist , Roche, Basel. More than 10,000 users; built the knowledge base.
2008 to 2014	Senior IT Support , Novartis, Julius Baer, Fossil, Samsung, Basel. More than 10,000 enterprise users in pharma; knowledge base; on-site training and support in more than 50 countries; VIP support.

EDUCATION AND TRAINING

- BSc in Business Information Technology (Wirtschaftsinformatik), FHNW University of Applied Sciences and Arts Northwestern Switzerland, 2019 to 2022
- Applied Scrum for Project Management, University of Maryland (edX), 2019; Driving Speed through Agile Planning (edX), 2019; Introduction to Project Management, University of Adelaide (edX)

LANGUAGES, TOOLS, AVAILABILITY

Languages	English, German, Swiss German (all native, bilingual upbringing)
Tools	ServiceNow, HP Service Manager, Jira, SAP ERP, SQL, PowerShell, XML, BPMN, Business Intelligence, Microsoft 365, Google Workspace, SSO/IAM, k3s, observability, backup/restore, AI tools (ChatGPT, Claude, Copilot)
Availability	From 28 September 2026, 4 days a week, full time by arrangement; remote or on site in the Basel area