



EXPERIENCES

Senior Managing Consultant / Program Manager



IBM - Since January 2024 - France

- Operational Consulting: Program management (delivery, staffing, administrative, and budgeting)
- Digital Transformation Consulting: Strategic and operational recommendations (methodology, framework, technologies)
- Project Sectors: Cosmetics (NPS : 9/10)
- Agile Projects
- Role: Program Manager
- Program Management: Large-scale program with global delivery
- Team Management: Onsite and offshore full-stack and mobile developers, architect, technical lead
- Budget Monitoring: Projects up to €7M
- Business Development
- People Manager: Managing 7 IBM team members
- Coaching: Mentoring multiple IBM team members
- Volunteer: Article 1 association (coaching young graduates)

Senior Managing Consultant



IBM - September 2023 to December 2023 - France

- Operational Consulting: Project management (delivery, staffing, administrative, and budgeting)
- Digital Transformation Consulting: Strategic and operational recommendations (methodology, framework, technologies)
- Project Sectors: Cosmetics (NPS: 10/10)
- Agile Projects
- Roles: Project Manager / Scrum Master
- Team Management: Full-stack and mobile developers, architect, technical lead (14 people)
- Administrative and Budget Monitoring: Projects up to €1.5M
- People Manager: Managing 4 IBM team members
- Coaching: Mentoring 3 IBM team members
- Volunteer: Article 1 association (coaching young graduates)

Practice Leader IoT & Asset Management



IBM Interactive - February 2023 to September 2023

- Role: Practice Leader
- Project Sectors: Cosmetics
- Agile Projects
- Roles: Senior Project Manager / Scrum Master
- Team Management: Full-stack and mobile developers, architect, technical lead
- Budget Monitoring: Projects up to €2M
- People Manager: Managing 18 IBM team members
- Coaching: Mentoring multiple IBM team members

SKILLS

Skills

- Project Management ★★★★★
- Information Systems ★★★★★☆
- Scrum Agile ★★★★★
- Management / Coaching ★★★★★
- Sales Management and Negotiation ★★★★★☆
- CRM ★★★★★
- Digital Marketing ★★★★★
- Operational / Relationship Marketing ★★★★★☆
- Cross functional ★★★★★
- Initiative ★★★★★
- SAFe Agilist certification (SA)
- Scrum Master certification (PSM1)
- Lean Six Sigma certification

Languages

- English ★★★★★
- Spanish ★★☆☆☆

Tools and methodologies

- JIRA ★★★★★
- Servicenow Agile ★★★★★☆
- Confluence ★★★★★☆
- Suite Microsoft Office ★★★★★
- Teams ★★★★★
- Slack ★★★★★☆
- Salesforce Sales ★★★★★☆
- HP ALM / Quality Center ★★★★★☆
- Business Objects ★★★★★☆
- Workday ★★★★★

INTERESTS

Interests

- Automotive
- High-tech
- Video games
- Microcomputing
- New technologies
- Sports
- Community involvement

- Volunteer: Article 1 association (coaching young graduates)

## Senior Managing Consultant

IBM Interactive - January 2022 to January 2023



- Conseil opérationnel : Management des projets (delivery, staffing, administratif et budgétaire)  
Conseil en transformation digitale : Recommandations stratégiques et opérationnelles (méthodologie, dispositif, technologies)
- Secteurs des missions : Cosmétique (NPS : 10/10)
- Missions en Agile
- Fonctions de Chef de Projet / Scrum Master
- Management de développeurs full stack et mobile, d'architecte, de responsable technique (14 personnes)
- Suivi administratif et budgétaire des projets (jusqu'à 1,5 M€)
- People Manager de 4 collaborateurs IBM
- Coach de 3 collaborateurs IBM
- Bénévole auprès de l'association Article 1 (Coaching jeunes diplômés)

## Managing Consultant

IBM Interactive - October 2018 to December 2021



- Digital Transformation Consulting: Strategic and operational recommendations (methodology, framework, technologies)
- Operational Consulting: Project management (delivery, staffing, administrative, and budgeting)
- Digital Transformation Consulting: Strategic and operational recommendations (methodology, framework, technologies)
- Pre-sales (RFP): Operational management (deliverable tracking, client meetings, commercial offer follow-up)
- Project Sectors: Cosmetics (NPS: 9/10), Automotive
- Agile Projects
- Roles: Project Manager / Scrum Master / Rollout Manager / Proxy Product Owner
- Team Management: Developers, architect, technical lead (10 people)
- Administrative and Budget Monitoring: Projects up to €1.2M
- People Manager: Managing 4 IBM team members
- Coaching: Mentoring 2 IBM team members  
Volunteer: Article 1 association (coaching young graduates)

## Project Manager - Engagement Manager

Capgemini - February 2017 to September 2018



- Operational Consulting: Project management (delivery, staffing, administrative, and budgeting)
- Project Sectors: Insurance, Financing  
Agile Projects
- Agile projects
- Roles: Project Manager / Scrum Master / Proxy Product Owner / Functional Architect
- Team Management: Developers, architect, technical lead, Business Analysts
- Feasibility Study Scoping and Management
- Budget Monitoring: Projects up to €300K
- Initiative Leadership: Internal chatbot and COOC platform at Capgemini
- Pre-sales (RFP & RFI): Operational management (deliverable tracking, client meetings, commercial offer follow-up)
- Coach (parrain/mentor) de plusieurs collaborateurs Capgemini
- Mentoring: Mentored several Capgemini team members

- Volunteer: Article 1 association (coaching young graduates)

## Project Manager CRM & Digital

**Diac - March 2015 to January 2017 - Full-time - Plessis-Robinson - France**



- Business Project Coordination: Centralized business requirements, specifications, functional testing, post-launch follow-up
- CRM and Digital Project Oversight: Diac's major CRM and Digital projects
- Close Collaboration: Renault's CRM and Digital departments and RCI Bank
- Synergy Creation: Diac / Renault synergies for common strategic objectives
- Performance Monitoring: CRM and digital performance tracking
- KPI Management: CRM and digital KPIs in France
- Campaign Management: Online campaign animation and CRM reporting automation
- Key Contacts: Renault CRM and Digital, sales and client services, legal, agencies, CRM and Digital Corporate, IT

## Project Manager CRM & Digital

**Renault Scope - January 2013 to February 2015 - Full-time - Saint-Cloud - France**



- CRM
  - > Big Data launch in France (Diac scope)
  - > Cross-channel development, customer journeys (online and offline), end-of-contract customer coordination
  - > Deployment of customer segmentation, scoring, and typologies for Diac/Renault operations
  - > New Renault loyalty program launch
  - > Deployment of monthly loyalty rate reporting for Regional Sales Departments
- Digital
  - > Supported the Renault Shop revamp, VO, financing, and services sections on renault.fr (Diac scope)
  - > Supported iOS and Android car configurator apps (Diac scope)
  - > Implemented Diac's online tools on the national commercial network platform
  - > Managed evolutions and administration of the diac.fr site, Customer Space, and financing simulator
- Key Contacts: Renault France and Corporate marketing, sales, client services, legal, agencies, CRM and Digital Corporate, IT
- Recruitment and management of an apprentice and an intern.
- Formations : Marketing Direct, digital

## Product Manager CRM

**Diac - December 2011 to December 2013 - Full-time - Noisy-Le-Grand - France**



- Deployment of a new lead management tool for Nissan Finance Managers
- Big Data launch for Nissan in France (Nissan Finance scope)
- Proposed a new loyalty program to Nissan
- Collaboration with Marketing Corporate on short and mid terms projects (cross canal solutions)
- Major reporting improvements for lead tracking at Regional Sales Departments
- Key Contacts: Renault France and Corporate marketing, sales, client services, legal, agencies, CRM and Digital Corporate, IT
- Recruitment and management of an apprentice.
- Formations : CRM, transversal communication

## Sales Manager

Diac - November 2010 to November 2011 - Full-time -  
Caen - France

**DIAC**  
groupe RCI Banque

- Managed a portfolio of 10 accounts (7 Renault, 3 Nissan), covering a third of the Bodemer group accounts
- Developed semi-annual action plans with sales managers and dealership directors
- Significant improvement in insurance penetration through a new process
- Key contacts: sales representatives, sales managers, dealership directors, and regional directors
- Formations : leadership, personal development, Six Sigma

## EDUCATION

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### Master 2

EMLV - ÉCOLE DE MANAGEMENT LÉONARD DE VINCI

September 2009 to 2010

Marketing and Negotiation

### Master 1

EMLV - ÉCOLE DE MANAGEMENT LÉONARD DE VINCI

September 2007 to June 2008

Marketing / Brand Management