

CAREER HIGHLIGHTS

- IT Engineer with over 10 years of experience, **Master's degree** in computer science
- Experience in **Project Management**; business analysis, scoping and arbitration, establishing work plans and estimates, tracking project progress and budget, **managing technical teams** of 5-8 persons
- **Technical background** with 8 years of experience on **Microsoft** technologies and 2 years on **ServiceNow**
- Experience working in **Agile** projects using **Scrum** methodology (PSM I certified)
- Strong organizational skills, self-managed, showing initiative, fast learner, good communication skills
- Certified ServiceNow System Administrator and ITIL. **Bilingual** French and English

TECHNICAL SKILLS

- SOLUTIONS / **ServiceNow**, Microsoft SharePoint, Microsoft Dynamics CRM, Sitecore, Wordpress
- APPLICATIONS / MS Project, Excel, TFS
- TOOLS / Visual Studio, SSIS
- MODELING / Entity-Relationship Model, UML
- SERVER / ASP.NET, C#, VB.NET, SQL, XML, PHP
- CLIENT / JavaScript, JQuery, CSS, Bootstrap

PROFESSIONAL EXPERIENCES

Senior Consultant / Engage ESM, ServiceNow Gold partner, an Atos company - Nantes, FRANCE 2017 to 2019

Provided consultation on ServiceNow cloud platform integration for multinational companies in France and internationally:

- **Implementation Leader / BNP Paribas** – Paris, FRANCE 4 months
 - Built tools to analyze configuration of service catalogs (over 20 000 items)
 - Implemented a generic workflow to standardize the request fulfillment process
 - Organized training sessions and workshops to recommend the company on the governance and creation of service catalogs, aligned with ITIL and ServiceNow best practices
- **Implementation Leader / Lloyds Banking Group** – Nantes, FRANCE 3 months
 - Coordinated a team of 8 persons for creation of over 1500 catalog items
 - Implemented tools enabling automatic creation of catalog items from Excel files
- **ServiceNow Consultant / AXA Philippines** – Manila, PHILIPPINES 3 months
 - Reviewed and updated the ServiceNow configuration for established ITSM processes at AXA Philippines
 - Defined the project planning aligned with requirements and constraints enforced internally and globally
 - Acted as a referent to ensure alignment with ITIL, SN best practices and globally defined processes
- **Project Manager / InsideBoard** – Nantes, FRANCE 2 months
 - Led project for creation of a ServiceNow Scoped Application calculating KPIs and acting as a connector by sending data to an external server through Web Services
 - Defined a planning aligned with very short deadlines, monitored project and managed budget
 - Defined the application's technical architecture and led the technical implementation
 - Wrote and supervised documentation necessary to obtain the ServiceNow Store certification
- **Implementation Leader / Proservia GmbH** – Frankfurt, GERMANY 4 months
 - Managed a technical project to setup CSM (customer service) and ITSM applications
 - Conducted workshop sessions to understand the requirements, introduce the platform and identify gaps
 - Defined, specified and maintained the backlog, conducted sprint planning and reviews (Scrum)
 - Assigned tasks to the team, took part in the configuration, code review and mentoring
- **Project Manager / Fleury Michon** - Pouzauges, FRANCE 4 months
 - Managed an initial integration project of ServiceNow within the company
 - Defined the project planning and assigned resources, tracked project progress and budget
 - Conducted meetings and regular updates with customer, identified and defined user training sessions

- Senior Consultant / Avanade**, Microsoft and Accenture joint-venture – FRANCE and CANADA 2010 to 2016
 Provided consultation on .NET application implementation and Microsoft products integration:
- **Business analyst / Canadian Red Cross** - Ottawa, CANADA 4 months
 - Collaborated with internal stakeholders to define an ideal training platform to manage training programs, classes, certifications and registrations with external access for instructors and participants
 - Defined business processes, scenarios, entity model and data migration inventory
 - Edited the Requirements Traceability Matrix (RTM) and provided a proposal
 - **Lead developer / Canadian National Railway Company (CN)** - Montréal, CANADA 14 months
 - Acted as an interface between the customer and the offshore development team to develop web interfaces and web services retrieving, displaying and transmitting data intended to the call center
 - Met client on a regular basis to define needs and gather requirements, provided progress update
 - Managed an offshore team of 5 senior developers, performed code review and mentoring
 - Estimated work load, established work plan, developed using .NET and acted as a technical expert
 - **Deployment lead / Government of Canada** - Ottawa, CANADA 4 months
 - Based on requirements and identified workshops, established a deployment plan for a migration project impacting several applications
 - Produced documentation and a detailed work plan using MS Project
 - **Analyst developer / Innovapost** - Ottawa, CANADA 15 months
 - Gathered customer requirements to enhance mail delivery control and improve processing of delivery events sent to server for an existing mobile application used by postmen for delivery tracking
 - Wrote functional and technical design documents, and estimated work load
 - Developed mobile interfaces and business logic (client and server) using VB.NET
 - **Lead developer / L'Oréal** - Paris, FRANCE 18 months
 - Managed a web application deployed worldwide managing new product definitions and launches
 - Collaborated with client and end-users to develop enhancements and new features
 - Wrote specifications, estimated work load and assigned tasks within the project team
 - Developed using ASP.NET and managed an experienced developer
- Lead developer / iDTGV**, subsidiary of the French railway company - Paris, FRANCE 2008 to 2010
- Led developments on iDTGV booking website and the version suited to mobile devices
 - Took part across the whole software development cycle on various internal web projects
 - Developed using .NET, built estimates, monitored and tracked progress
 - Managed a junior developer, performed code review and mentoring

EDUCATION

- Master's degree in computer science**, specialization in software development 2008
 Polytech'Nantes, University of Nantes Graduate School of Engineering - FRANCE
- Bachelor degree** in Computer Science, Math, Physics and Economy, University of Angers 2005

CERTIFICATIONS

- ITIL Foundation Certificate** in IT Service Management 2018
- ServiceNow Certified System Administrator** / *Accreds: SAIF, CSM, Incident, Problem, Change, PPS* 2017
- Professional Scrum Master (PSM I)**
- Microsoft MCPD Web Developer 4** / Dynamics CRM 2011 / SharePoint 2010 2012
- Sitecore Certified Professional Developer

PROFESSIONAL TRAINING

- Scrum** / Scrum fundamentals, contracting, tools, scaled Agile, estimating, developer practices 2016
- Project Management Methodology** / Building estimates, earned value metrics, MS Project, scope managements, managing project team, coaching, forming teams 2011