



## Project Manager / Customer Service Manager

After graduating in Marketing and Communication from TEMA (Reims Management School), I acquired **nine years of experience** in project management, Media and consulting.

Through my previous positions, I developed a wide range of skills in **project management** and organization: planning, specifications and development, process, team management, **customer relationship**...

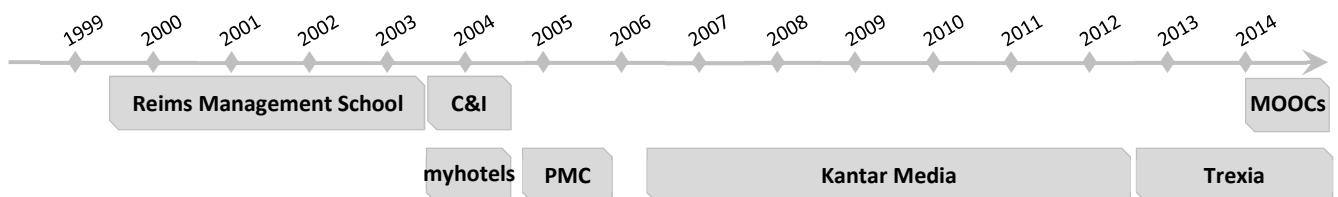
In addition, I really have the heart and mind of a pioneer: I am **highly motivated when facing new challenges** and I rejoice in setting up **new projects or new products from scratch**.

### > KEY COMPETENCES & PERSONALITY



- Project management planning, workload, risks...
- Fluency in English *score max on TOEIC in 2010*
- Customer relationship
- Organization and processes
- Change management
- Communication
- Spirit of initiative
- Adaptability
- Conceptualization
- Independence / Autonomy
- Constantly looking for improvement
- Proficiency in MS Office and advanced knowledge of MS Access
- Sport addict *volley-ball, snow-boarding, tennis and squash (leisure)*
- Fantasy reader
- Traveler and curious mind *over 25 countries visited (Americas, South Africa, many EU countries, Himalaya, Sahara, arctic circle...)*

### > EDUCATION & EMPLOYERS



### > EDUCATION

**Bachelor of Sciences with honors / 2003**  
Specialized in Marketing and Communication  
*TEMA, Reims Management School*

**Cambridge Certificate in Advanced English / 2004**  
*City & Islington College, London*

**MOOCs / 2014**  
*Energy 101 / Georgia Institute of Technology*  
*Energy, The Environment and Our Future / The Pennsylvania State University*

### > PROFESSIONAL EXPERIENCE

- Consultant in Project Management / 2012-2014
- Customer Service Manager / 2008-2012
- Project Manager / 2006-2012
- Consultant in Management / 2005
- Marketing and PR Assistant / 2003-2004

## > ACHIEVEMENTS DETAILS

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### Project management on professional elections – Ministry of Environment / 2014

- Defined the users' needs through **workshops with clients**
- Wrote the specifications of the database managing all rules and conditions to produce the voters' list
- **Dealt with federations of employees'** requests to amend the electoral roll
- **Planned the development** and versioning of the database used

### Information quality (IQ) management for the implementation of a new HR system – Ministry of Environment / 2012-2013

- Defined the strategy to achieve a successful IQ at the end of the project
- **Planned all the studies** required during the initiation of project
- Wrote all the processes to be applied to impact studies
- **Estimated the human workload** for IQ improvement
- **Created the performance scorecard** used during the project
- Assisted my client in her relation to other entities amongst the Minister

### Customer Service Manager – Kantar Media / 2009-2012

- **Led weekly meetings** to deal with department's activity
- Managed a team of 4 experimented collaborators, dealing with **over 800 clients**
- Interacted with sales forces from several entities within Kantar
- **Provided new business opportunities** to sales force
- **Increased activity** of Customer Service (+ 200% in 3 years)

### Business Analyst for advertising data software – Kantar Media / 2010-2012

- Managed the project through **personalized performance indicators**
- Organized **workshops to collect users' needs**
- Led the conception's workshops with IT team
- **Planned versioning and releases** with new functionalities

### Website designer (freelance) – Confédération Française de la Boucherie, Charcuterie et Traiteurs (CFBCT) / 2010

- Chose the website architecture
- **Planned development** and versioning
- **Designed the visual elements of the website**
- Managed the SEO subcontractor

### Reorganization of Customer Service – Kantar Media (institute of Marketing studies) / 2008-2009

- **Implemented performance scorecards** on key indicators (quality of service, rapidity of answer, workload required...)
- Formalized exchanges between Sales Force and Customer Service
- Rewrote 95% of the department processes
- **Implemented new department's standards** (+16% of customers' questions answered on same day, first time deliveries deadline shortened by 34%...)

### Implementation of new production software – Kantar Media / 2006-2008

- Planned and managed the transition efforts
- **Created the project scorecards** to ensure respect of deadlines, human workload and costs
- **Trained French and foreign teams** on new software
- Implemented the software in other countries
- Wrote the users' guidelines and **organized a support program** (expert users reachable through phone)

### Change management to improve management performance – Peugeot (Assembly plant at Poissy) / 2005

- Created scorecard to **control project progress**
- Realized a global audit of existing methods and managing system
- Wrote new managing processes
- Daily support and review of 25 managers to **improve their management skills and meeting's leadership**

### Initialization of marketing and PR department – Myhotels / 2003-2004

- Realized a full competitors **benchmark**
- Analyzed results and **identified the path to improvement**
- **Initialized a partnership program** with main London venues for our customers
- Hosted several PR event in the hotel Penthouse