

2bis Rue du Jura      tavernimg@mgin.fr  
01630 St-Genis-Pouilly      fr: +33 (0)667299640  
http://mgin.fr      ch: +41 (0)762949365

French, 39 years old  
Mobile, Available immediately

## Core Skills

### Communication

Fluent French & English  
Active listening  
International Experience  
Holding of presentations and meetings  
Comfortable with all kind of audiences

### Project Management

Strong organizational skills  
Cross Functional  
Customer and Solution oriented  
Planning, Budget & Deadline management (Agile)  
LEAN & AGILE methods

### Design

Adaptive & Responsive WebDesign  
Print Design  
Attention to Details  
Visual Marketing  
Perceptive about Client Needs

## Experience

Oct 2011. Sept 2014      Freelance Web & Graphic Design      (France)

### Computer Skills

Adobe CS 5.5 & CS 6

Illustrator

Photoshop

InDesign

Dreamweaver

Fireworks

Flash

Portfolio available on <http://mgin.fr>  
Web Design

Customized solutions for private and professionals

CMS or HTML/CSS websites - WordPress Special

In Partnership for all database or web development under Php/MySQL

Graphic Design

Visual identity, posters, business cards, portfolio, photo editing, announcement cards, digital illustrations for a diverse range of customers (UNHCR, individuals, artists, universities...)

CMS

WordPress

Drupal

Prestashop

Lexmark International SAS - US Company Printers and Consumables manufacturer.  
ISO 9001 certified      12000 collaborators WW

Apr 2007. Dec 2010      EMEA Functional Project Manager      Orléans/EMEA

Microsoft Pack Office

Project

Visio

Word

Excel

Powerpoint

Activity transfer to Hungary & the Philippines.

Transfer of the support team activity (13 people) from France to the Philippines and Hungary.

Design of training planning, new staff roles and responsibilities, optimization of support processes.

Training, documentation, and remote support for new hires and floor support in The Philippines (1 month On-site support) followed by the monitoring of transferred activity.

Softwares

Siebel 6 to Siebel 8.0

JD Edwards

UNIX

Crystal Reporting

Lotus Notes

Outlook

FTP Client

Text Wrangler

ArtRage

Functional Project Management CRM (Siebel)

Proposal and implementation of functional solutions and new system functionalities to meet business needs.

Specification writing, project planning, test management (scripts, planning, testing, results communication), documentation, training,

WW Internal business analysis consultant

Interfaces implementation Project Manager for Europe (Siebel)

In charge of implementing interfaces between Lexmark and all European service partners.

Successful implementation of 4 New European interfaces developed between Siebel R6, JD Edwards and European Logistic Partners

Definition of detailed functional requirements based on interface analysis and business requirements.

Co-ordination of the different actors from initial analysis to go live and support (IT department, Process owners, Service Partners...)

Creation and presentation of main changes and technical specs for WW team and partners

May 2003 . March 2007 CRM Functional Analyst Orléans, France

## Languages

### French

Mother tongue

### English

Fluent (Toefc 2010 :  
975/990)

EMEA Systems Analyst & Support team Lead (Jan 2005 - March 2007)

In charge of the EMEA systems analysts and support team (10 people).

Coordination between US and EMEA support teams.

Optimization and documentation of support processes within the implementation of Siebel as a global CRM system.

EMEA internal system consultant and crisis management team member.

EMEA Systems Analyst & Support (May 2003 - Dec 2004)

Provide 2<sup>nd</sup> level technical support to Lexmark Service Delivery Employees in Europe Middle East & Africa.

Track issues, propose and document solutions, manage system changes from request to implementation.

Configuring applications to meet customer business objectives.

Organise tasks priorities

## Special interests

Black & white silver photo

Traveling

Cooking

Sept 2000 . May 2003 Coordination (Service Delivery) Dublin, Ireland

Reporting Coordinator (1 year)

Assist the Business Analyst in the introduction of new statistics, processes and procedures.

Services Coordinator (2,5 years)

Coordination of all teams involved in delivery of service machines to European customers (Call Centre, warehouse, planners, IT)

Conduit Europe SA Call Centre Outsourcing Company

Nov 1999 . June 2000 Tele-service representative Dublin, Ireland

International Directory Enquires, for the Irish, English, French and Swiss markets

Collège des Prêcheurs Public Secondary School

Jan-June 1999 Supply English teacher Aix-en-Pce, France

Full replacement of a permanent teacher in sick leave for 2 terms, in the four levels of classes in secondary school

## Education & Qualification

|   |  |      |
|---|--|------|
| Graphic design diploma (graphic design, web design, 2D digital illustration)  | IFAGE, Genève  | 2013 |
| Bachelor of Arts in Languages, literature and foreign civilisations – Specialised in English studies and French as a Foreign Language | Aix-Marseille Université & Nottingham Trent University | 1998 |
| Baccalauréat Série B (Economics & Social Studies)   | Académie d'Aix-Marseille                               | 1992 |

## Continuing Education

|                                     |                              |      |
|-------------------------------------|------------------------------|------|
| 2D Digital Illustration Certificate | (IFAGE, Genève)              | 2013 |
| InDesign Niveaux 1 & 2              | (IFAGE, Genève)              | 2013 |
| Photoshop Niveaux 1 & 2             | (IFAGE, Genève)              | 2012 |
| Illustrator Niveaux 1 & 2           | (IFAGE, Genève)              | 2102 |
| Graphic Design Certificate          | (IFAGE, Genève)              | 2011 |
| Webdesign Certificate               | (IFAGE, Genève)              | 2011 |
| Practical Problem Solving           | LEAN training, Lexmark       | 2009 |
| Photoshop 7                         | Adhara Informatique, Orléans | 2003 |

References available upon request