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Siebel CRM Project Manager

39 years old
Mother tongue .
French
English . fluently

Skills

Project methodology skills.
6 years project management experience
Technical curiosity allowing me to feel confident in an high-tech environment
Pack Office Expert including FrontPage & Access
Functional ability validated by field sales experience
Business Development

Professional Experience

2004-2005 ; Consultant Fonctionnel AVS

MOU MAIF (insurance company) GRS (crm) project on Siebel

- MOU & project's Director methodology advising
- Business process analyse and design (BPM)
- Business rules redaction
- Development department, Editor's and Project Director Interface
- Functional specification redaction for Siebel integration

2001-2003 : Consultant SENIOR ITRAS pôle conseil

MOU BNP NATIO-VIE. CRM Project "Banque de Détail Multicanale" (BDM)

- Business processes Reengineering (ARIS BPR)
- « Retour documents » project management, business rules & functional specifications redaction
- Set up the "archivage" tasks force, Interface the IT team

1998-2001 : Consultant Fonctionnel CAP GEMINI div. INDUSTRIE skill CRM

Alcatel Worldwide Siebel roll-out

- data analysis and legacy application integration for prototype v1 and v2
- Siebel views and workflow adaptation
- Training and user assistance. Bug report book creation and follow up.

Bouygues Telecom

- Project feasibility study : « pay your parking with your mobile »
- ERP extention's project management

Pre Sales :

- CRM : Sales and pre sales of Calabrio (call center planification tool). Software demonstrations
- Partnership development with NORTEL NETWORKS
- IAM call for tender coordination : GSM CRM BSCS billing project

Duth Tone (France Telecom Mobiles Hollande) :

- Set up of the business intelligence dept. Analysis, recommandations, specifications

Mobilix (France Telecom Mobiles Danemarck) :

- Set up of the business intelligence dept. Analysis, recommandations, specifications

1996-1998 : Attaché de Direction Marketing SONOVISION-ITEP (1000p 500MF CA)

- Set up of the business intelligence dept. Implementation of infocenter tools (BO).
- Press relation, corporate Newspaper redaction, Web site contribution

1991-1995 : Ingénieur Commercial PHILIPS SYSTEMES MEDICAU

- 10,5 MF/year selling CT scanners, MRI, surgical amplifiers to hospitals & clinics

Education

2000 Siebel Fundamentals & Siebel Tools
1998 ORSYS « Project management »
1991 ESIAE Option Finance
1988 Holborn Business School of LONDON certificate
1985-1987 BTS de Commerce International

Misc

From 1985, competition in the ACBB's Rowing club.
Car and motorbikes races, writing.