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Motivation and sense of human contact allow me to adapt myself and to work in synergy with all the stakeholders. Definitely oriented customer satisfaction.

Project Manager



Key achievements

AS PROJECT MANAGER

- > Multi-management projects : TMA / Cost-Quality-Lead Time
- > TMA management (13 years)
 - Creation of a partnership "win/win" with the customer
 - Listening the internal opportunities: extension of the application and project scope
 - Proposal and Implementation of agile tools
 - [Kanbanize.com](https://www.kanbanize.com)
 - Confluence / Jira
 - Tuned to:
 - The Customer : Trust Relationship
 - The teams : Good with people
 - Constant quality level of the delivery (KPIS, survey)
 - Writing of a *R &D tax credit* file (CIR)
 - Implementation of tools of audits (Code and Security)
 - Implementation of the integration continues
 - Implementation of a base of proofs for the ISO 270001 certification
 - Monitoring of the budget and preservation of the constant level of Profitability
 - RH follow up : mission objectives & assessment mission



PROFESSIONAL EXPERIENCE

Since January 2020 > **KOEDIA** > **MOA PROJECT MANAGER**

- > MOA on several projects:
 - Payment solution (Generation of virtual credit cards & payment via payment providers) PCI_DSS standard
 - Booking engine
 - Creation of a tool to generate coupons (with 2 contractants in Portugal driven daily)
- > Activities:
 - Collection of the needs of the business teams
 - Translation into functional and technical requirements
 - Definition of the Roadmap
 - Management and monitoring of requests under Redmine (Backlog)
 - Steering and reporting committee
 - Monitoring of deliveries
 - Customer follow-up
 - Tests
 - Improvement of the delivery process
 - Test automation
 - Industrialization of deployments

Environment: Java, Redmine, WebServices, APIs, SQL, Squash, Google Cloud, GitHub

01-2019 – 12-2019 > **ORANGE BUSINESS SERVICES** > **TTM PROJECT MANAGER**

- > Portage mission for Orange
- > Management of several projects regarding the service management with a Front end application for Orange customers
- > Activities:
 - Roadmap definitions
 - Check the conformity of the projects in relation to the prerequisites of each milestone (T-1, T0...)
 - Management of cross-functional teams (project managers and members of the main team) in the fields of IT, processes, marketing and customer operations.
 - Operate and coordinate teams in Europe, India and Egypt.
 - Definition of the customer journey (UX approach)
 - Delivery of the new customer portal in Agile mode
 - Strategy and launch of customer migration.

> Budget > 1000 KE

Environment: Mingle, ServiceNow, Microsoft Excel, One Note, SharePoint, SQL, MsProject

08-2018 – 12-2018 > AMADEUS (AEPSILON) > PMO

- > Within the Tribe Amadeus Rail
- > Project: **Amadeus reservation system**
 - Allow Belgian and Danish railway companies to use the Amadeus reservation system
- > Activities:
 - Provide reporting and monitor project indicators
 - Supporting Jira, Confluence, SharePoint tools
 - Management of the BRM (Business Requirement Matrix) or Backlog
 - Set up tools in Excel VBA and Dashboards
 - Risk management
- > Budget > 1000 KE
- > Environment: Jira, Confluence, Microsoft Excel, One Note, SharePoint, APIs, Swagger, VBA ...

04-2004 – 06-2018 > SOPRA-STERIA > PROJECT MANAGER

- > Customer : OBS (Orange Business Services)
- > Multi Projects Steering / Multi-Technologies
 - Analysis and Collection of the customer requirements
 - Technical translation of the requirements
 - Schedule
 - Identification and animation of the actors of the project
 - Organization and steering: weekly follow-ups
 - Risk Management
 - Delivery in agile mode
 - Continuous integration
- > Assimilation of the OBS information system and its expectations
- > TMA Manager: Team of 8 members
- > Budget(s) <= 800 KE
- > Environment: ASP.NET, SQL SERVER, MySQL, Java, Oracle, JQuery, Bootstrap, Web services...

APRIL 2013 – MAY 2013 > SOPRA-STERIA > PROJECT MANAGER

- > Customer : Monaco Telecom
- > Project Management
 - Development of new features on a Web portal
- > Team : 1 member
- > Environment: PHP Zend, MySQL

AUGUST 2008 – APRIL 2013 > SOPRA-STERIA > PROJECT MANAGER

- > Customer : Nicox
- > Project Management
 - Development of an intranet application managing the user assets.
- > Team : 1 member
- > Environment: ASP.NET, SQL Server

OCTOBER 2001 – MARCH 2004 > GFI INFORMATIQUE > ENGINEER DEVELOPER

- > Customer : Equant
- > Web development
 - In charge of the developments on a change management tool.
 - Development and choice of the architecture.
- > Environment: ASP 3.0, SQL Server, CSS, SVG

MARCH 2001 – SEPTEMBER 2001 > TECHLINK SA > ENGINEER DEVELOPER

- > Customer : Experian
- > Web development
 - Development and optimization of a Web site
 - Management of the Hosted Web Site
- > Environment: ASP 3.0, SQL Server



Education

1997 > **D.U.T INFORMATIQUE** > *IUT / NICE*

> Informatique de gestion

1994 > **BACCALAUREAT** > *LYCEE JEAN MOULIN / DRAGUIGNAN*

> Economic and social sciences



Technical Skills

LANGUAGES

ENGLISH > Good & technical Level

ARABIC > Native Language

COMPUTER >

- Technologies
 - ASP.Net, C#, VB.NET, WCF
 - Ajax, XML, HTML, JavaScript, C#, PHP
 - JQuery, Bootstrap
 - Reporting Services, SSRS
- Databases
 - Oracle, MS SQL Server, MySQL
- Development environment
 - Visual Studio .NET, SQL Server Management
- Tools
 - Kanbanize
 - Jira
 - SonarQube
 - Jenkins
 - Confluence
 - SonarQube
 - Redmine
 - Jenkins
 - MsProject
 - PsNext



Functional skills

- Analysis of the needs
- Project Management
- Animation of meetings and capacities of writing
- Animation and motivation of a team
- Evaluation of the members of the team (Definition of the objectives and follow them)
- Estimation of loads
- Participate in the elaboration of the answers to Request for Proposal.
- Knowledge of the agile method: SCRUM