

Experienced and passionate Professional Services Manager with a strong track record as Project and Program Manager in the Digital industry. My technical and managerial background coupled with my passion for travelling and desire to experience new cultures, working methods and know-hows have always led me to seek higher managerial positions across the world.

Over the years I have gained experience in the telecommunication and digital industries through a complementary range of responsibilities and key roles. I understand the technicalities and challenges associated with IT projects. My various experiences as a project manager have deepened my understanding of the business and strengthened my ability to manage cross functional teams in order to successfully deliver quality products on time, within budget and scope.

Focused on Client, Partner and Program Management using Agile and/or Waterfall methodologies, I have experience working with blue chip clients on large and complex projects (> \$25m). I have led development teams, managers and cross-functional teams (often distributed) on projects involving a large number of people and multiple third party companies. Deliveries have ranged from applications and websites for iOS, Android, PC, MAC, Set Top Box, Smart TV and Console to fully fledged platforms of high-performance back-end services and content management systems.

I take pride in being client and product oriented and am a dedicated, confident and flexible person. Combined with my interpersonal and communication skills, I am the perfect candidate to be easily integrated into any project team.

Main Skills and Competences

Competency areas	client & partner management, project & program management, sales , Scrum mastering, technical and managerial interviewing, mobile & Web development
Project management skills	full project life cycle : scoping, scheduling, issue tracking, risk and change mgt., quality and performance control, client, stakeholder and team mgt., reporting, resource allocation, hiring, time and budget keeping
Project environments	internal to multi-organizational projects, low to very high budgets, small to very large and distributed teams
Methodologies	Agile software development (Scrum, Kanban, RAD, TDD, FDD, XP), Waterfall, PRINCE2
Personal skills	manage by example, define expectations, positive attitude, considerate, direct, creative, persistent
Fluently written and spoken	English and French

Career Highlights

- Delivered the biggest UV-enabled VOD service in Europe across 6 platforms for Carrefour, 2nd biggest retailer in the world (Saffron Digital)
- Delivered the leading cross-platform "Videopass" VOD service for KDDI, 2nd biggest carrier in Japan (Saffron Digital)
- Managed the LiMo Platform Engagement Program with globally distributed teams working across multiple companies. (LiMo Foundation)
- Scrum Mastered the development and delivery of the world famous "Phonebook" application by Nokia (Ixonos)

Professional Experience

2011 -2015	SAFFRON DIGITAL	www.saffrondigital.com
	With offices in the UK, Asia and the US, the company provides premium video services on a global scale. Its award-winning video platform enables Pay-TV providers, broadcasters, CE manufacturers, mobile carriers, retailers and content owners to quickly and cost-effectively launch a premium multi-platform entertainment service that showcases and monetizes their content.	
	Senior Manager, Professional Services	London, U.K. Apr 2015 to present
	Responsible for a portfolio of worldwide leading clients and selected partners.	
	<ul style="list-style-type: none">• Work with Director of Professional Services to meet revenue targets for the Client Partnerships.• Take ownership of the client on-boarding process and manage the day to day relationship with Client contacts.• Create and track client facing project plans for service delivery and subsequent project phases; specifically define the deliverables and work plans for the projects, and working with the Internal PM Group, and Operations team, manage the resource allocation and delivery of the project.• Ensure that the project is delivered within the financial requirements of the business plan – work with the Sales Strategy Executive and Finance team to track project costs.• Work closely with Product Management Group to ensure that all product deliverables are being delivered as specified.• Monitor in-life client and partner servicing budgets.• Manage all client engagement; calls, meetings and workshops	

- Provide creative input in developing a long term strategic partnership with Clients.
- Take the lead on developing a quarterly and annual up-sell strategy for the Clients. Presenting, negotiating and closing new commercial opportunities with each client.
- Monitor the Clients activities, their competition and the industry in general, to provide the business with insight into how to maximize the success of the Clients' services.
- Monitor service performance to prepare reviews, evaluation reports and recommendations for future service enhancements.
- Facilitate the partner on-boarding process and manage the day to day relationship with Partner contacts.
- Host bi-annual events with client to drive new revenue opportunities and partner guests when in attendance at industry events.

Project Manager London, U.K. Sep 2011 to Apr 2015

Responsible for the management and delivery of multiple development programs using hybrid Waterfall & Agile methodologies and working with blue-chip customers such as Samsung, HTC, KDDI, Blockbuster, BT and Carrefour.

- Manage the whole project from the initial conceptual design stage to the depths of system testing, and each stage in between.
- Work closely with the commercial and product teams in order to understand and implement the business requirements while developing effective working relationships and processes.
- Maintain regular contact with the customers and provide the right level of customer service whilst ensuring all agreed project delivery milestones are met in a timely and quality manner.
- Estimate and plan projects from start to finish, with built in contingencies. Define the deliverables and, in conjunction with the operations team, manage the resource allocation, development, testing and deployment stages of the projects.
- Own and drive project planning and risk analysis while handling commercial issues related to customer management.
- Produce required documentation for the projects to allow development to proceed and to fulfil reporting needs of the clients.
- Manage technical interdependencies and assign resources in order to ensure that project priorities are executed seamlessly.
- Ensure that the projects are delivered within the financial requirements and that they meet industry leading quality standards.
- Conduct interviews for the recruitment of Project Managers, Client Service Managers and Customer Service Managers

2010 -2011 LIMO FOUNDATION www.tizenassociation.org

Technical Project Manager (Contract) London, U.K. Nov 2010 to Aug 2011

Responsible for managing the Platform Engagement Program and evaluating technical deliveries; I worked in collaboration with senior colleagues within the Foundation headquarters, key stakeholders within the Membership base and selected outsource partners. I also supported the LiMo Architecture Steering Council (ASC) and the LiMo Program Management team on other projects.

2010 NOKIA www.nokia.com

Technology Expert (Contract) Espoo, Finland May 2010 to Oct 2010

2007 - 2010 IXONOS www.ixonos.com

Project Manager (Contract) London, U.K. Jul 2009 to Feb 2010

Scrum Master Jyväskylä, Finland Apr 2008 to Jul 2009

SW Designer (Interim Scrum Master) Jyväskylä, Finland May 2007 to Mar 2008

2005 ORIENTAL SHIP ADVERTISING (东方船广告)

TV/CINEMA Advertisement Designer Nanchang, China Mar 2005 to Aug 2005

Education and Training

2011	PROJStudy, London (U.K.)	PRINCE2 Practitioner + 6SIGMA Green Belt
2005 - 2008	I.M.E.R.I.R., Perpignan (France)	Master in IT Project Management
2006 - 2007	University of Science, Perpignan (France)	Bachelor of Science in Information Technology
2003 - 2005	University of Technology, Le Puy-en-Velay (France)	University degree in Computer Science and Management
2000 - 2003	Jules Ferry High School, Roanne (France)	Baccalauréat (French high-school degree), Science major

Personal Interests

I love photography, travelling and experiencing new cultures. Besides that I enjoy sport and other social activities and games. I've got a real interest in mobile and Internet technologies and keep myself informed on topics like the stock exchange and international affairs.