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Project Manager – IT Development

Experienced manager with over 10 years' experience leading IT projects in French, German, and English; team management, implementation of information systems and integrated WEB/ERP/CRM solutions.

Career objectives

- To dedicate myself to a senior position that offers innovation and project management
- To increase work efficiency in various departments through the implementation of appropriate IT solutions
- To establish new operational processes and maximize existing ones

Skills

Project Management

- **Project type**, development of medium-sized projects designed to launch new websites - with communication interface implementation between various IT platforms. Average duration of a project—from 1 week to 4 months
- **Functional analysis**, identifying requirements and functional specification formulation with customers, customer service, and management (Switzerland, France, Germany, Portugal, Poland). Back office and front office
- **Audit**, study of the current IT environment to maximize the implementation of new modules or services
- **Processes**, analysis of technical processes (batch, automation) and work methods to improve quality level and time efficiency with regard to the task execution (printing automation, 60% time savings)
- **Planning, supervision, revenue and go live**, workload planning, calendar organization, defining project milestones. 1- 3 people per project, up to 120 man days
- **Quality and performance**, "printing/production" job restructuring, 20% time savings
- **Change management and training**, active in supporting the implementation of new processes and user/customer training

Information Technology

- **WEB/ERP/CRM**, solution implementation and integration
- **Migration**, responsible for internal and external software solutions
- **Information system, database**, technical audit, compliance testing between information systems
- **Micro-computing and IT management**, 10-server network, 120 PCs (Windows)
- **IT tools**, Windev (PC Soft), Webdev, Frontpage, Shopmachine, Dreamweaver
- **Office automation**, Microsoft Access, Word, Excel, PowerPoint, Open Office
- **Mainframe**, iSeries (AS400) queries (strqry), Synon basic training, SQL

Professional Experience

1993 - Present: Infogest SA - Nyon (www.infogest.ch)

A services company providing a multi-channel solution for the global management of distance selling activities, from order taking to product delivery to customers.

2006 - 2012 : IT Projects Manager

- Planning and coordinating the work of six people, Switzerland
- Establishing specifications for clients' projects and agencies in Poland, France and Portugal
- Coordinating development tasks, tests, quality controls, and deployment
- Managing communication (in 3 languages) between the IT service, customers and our 3 key accounts managers
- Performing validation tests with customers before deployment
- Performing random tests after deployment (positive and negative tests)
- Participating in the optimisation of IT and operational processes (for example : 50% saved on printing times)

Projects:

- Migrating websites onto a new platform (Webdev to ShopMachine)
- Coordinating the recovery and deployment of three websites in the field of astrology (France, Spain and Portugal)
- Evaluating and testing two email platforms and launching the selected product. Sending daily fully automated SMSs
- Evaluating a platform to send SMS and deploying its production. Sending daily fully automated SMSs
- Training users in Poland, France and Portugal
- Programming various Windev 11 applications, facilitating data exchange between platforms (application I/PC series and applications)
- Programming and setting up an application that handles clients' events. Membership registration then receiving members at organised tasting nights in hotels. During the evening, installing a mini network, scanning membership cards, monitoring registrations and receipts.

2004 - 2005: Production Manager

As part of the Management:

- Managing and coordinating the work of six people in the field of desktop publishing
- Creating documents, generating prints and sending them automatically to the various agencies (Switzerland, France, Portugal, Poland)

Projects:

- Electronic Document Management. Setting up an order coupon scanning system and sending them automatically to the database (30% saving in data entry time for customer service team)
- Coordinating and implementing an order interface between e-commerce platforms and our AS400. 80% saving in data entry time for the Portuguese customer service team
- Interface between our mainframe and the banking programme. Automatic recovery of receipts on various platforms and consolidating data on a mainframe.

1993 - 2003: IT Network Manager

- Involved in the migration of V.P.C. IBM/36 to AS400
- Dealing with the PC (Novell) and Mac networks. Installing and maintaining all PC software applications
- Coordinating the relocation of two offices to one IT site

1983 - 1993: Boon Systems - DLI SA - Software Technologies (same employer)

1992 -1993: Manager of Paris Technical Sales Service

- Responsible for technical assistance to customers (needs analysis, programming, implementation and maintenance)
- Organising training courses for clients (courses running for 4 consecutive days, 5-8 people)

1986 - 1992: Programmer - Analyst on application generator in Switzerland

- Developing single and multi-currency sales applications
- Developing a specific application linked to prosecution management in Switzerland

1983 - 1985: Programmer in Switzerland

- BASIC structured programming language
- Installing standard sales applications and client training

Education and Certificates

- 2013: 5 days training for PMP Certification (Altran Education Services, Lausanne)
- 2011: Self-training on CMS - Joomla
- 2007: Training in Windev 11 Application Generator (GSIInformatique, Geneva)
- 2004: Inter-company management training (Krauthammer)
- 2003: Project Management Diploma (CEFCO - Lausanne)
- 1999: Frontpage 1
- 1995: "Time Management" training (Krauthammer)
- 1982: Advanced business certificat (*Certificat d'études écoles supérieures de commerces*)

Personal Skills

- Very good knowledge of all business processes; the management called upon me to confirm projects prior to the launch of new developments
- Able to work on multiple computer platforms
- High stress resistance and workload capacity
- Positive and constructive approach, even when handling difficult situations
- Adaptable and open to change
- Reliable
- Multilingual

Languages

- French (mother tongue)
- German (mother tongue)
- English, spoken and written, participating in coordination meetings and establishing specifications, executing projects

Extra-professional activities

- Creation of a personal website, see <https://www.moleri.ch>
- Photography and image processing
- Reading (IT tools, historical narratives, biographies)
- IT Consultant for friends, hardware and software
- Follows sailing events on internet