**PROFILE**

I discovered a passion for project management 14 years ago when I started as a product consultant. My goal as a project manager is to create a climate of trust and transparency to break down barriers and create a team synergy that pushes everyone to go above and beyond, in order to excel at achieving a common goal.

**EMPLOYMENT HISTORY**

* **Project Manager**, R3D, 2019 to today
* **Project Manager**, SweetIO, 2017 to 2019
* **Project Manager**, Videotron, 2012 to 2017
* **Project Manager**, Bell Canada, 1999 to 2012
* **Operational Effectiveness Manager**, Bell Canada

##### ACHIEVEMENTS

* **R3D**, Montréal – Project Manager, 2019 to today
  + Responsible for the financial aspect of the projects, monitoring them with all stakeholders and optimizing the resources of the IT development studio. Participate jointly with stakeholders in the review and implementation of internal processes between the company functions.
    - Review the budget status of each project. The size of the projects is $50,000 to $300,000.
    - Plan the development of a dynamic dashboard that will allow organic monitoring of projects and increase their visibility with all stakeholders.
    - Review and implement internal processes.
    - Monitor project development and recommend action plan if necessary.
    - Manage and optimize resource allocation on each project.
    - Ensure the day-to-day operation of the development studio.
    - Manage employees.
* **SweetIO**, Montréal – Project Manager, 2017 to 2019
  + Responsible for migrating successfully the Google suite to the Microsoft suite affecting more than 140 employees in 6 weeks with minimal impact on daily operations.
    - Plan and track the activities of the company’s featured product update.
    - Initiate and plan the exploratory phase of a new product launch.
    - Analyze current project management processes and make short, medium and long-term recommendations for improvements.
    - Implement processes and tools to facilitate the implementation of the company’s strategic projects.
    - Plan, execute and track multiple projects simultaneously.
    - Manage the junior project manager of the company.
* **Videotron**, Montréal – Project Manager, 2012 to 2017
  + Responsible for creating, developing and monitoring all plans (change management, risks, deployment, post-launch, etc.) as well as validating and issuing financial benefits for one of the company’s largest strategic project, the complete overhaul of the main work tool for more than 4,000 employees in Montréal, Québec, Chicoutimi, Morocco.
    - Issue business case for approval of a $4 million project
    - Orchestrate the user ergonomic study required to develop a web-based work tool
    - Initiate projects in close contact with marketing, IT, engineering and internal customers.
    - Plan, execute and track multiple projects simultaneously.
* **Bell Canada**, Montréal – Project Manager, 1999 to 2012
  + Mandate to initiate, plan, execute and control projects of various sizes in relation to the marketing department by applying the principles of PMBOK on a daily basis for each project.
    - Assist in identifying, clarifying and propagating the mission and mandate of projects to the various parties.
    - Communicate project developments to the various parties on a weekly basis.
* **Bell Canada**, Montréal – Operational Effectiveness Manager
  + Implement new processes and tools in a contact center that outperform customer backup results by 120%.
    - Manage and develop four employees. Two of them moved to higher-level positions.
    - Complete and/or support a variety of analyses and research to identify opportunities for operational improvements.
    - Participate in operational performance review meetings, discuss opportunities for improvement and develop action plans.
    - Analyze contact center sales performance processes, trainings and behaviors to identify areas for improvement.

**EDUCATION AND TRAINING**

* Mentorship with a senior project manager, PMI, 2017
* Training about agile methodology, PMI, 2017
* Certification PMP, Project Management Institute, 2016
* Certificate in project management, HEC, 2011 to 2014
* Certification in sales & marketing, Université Laval, 2007
* Diverse trainings on team management, leadership and communication, Schulich School of Business

##### LANGUAGES

* Bilingual: French, English

**TECHINCAL SKILLS**

* Change management
* Communication
* Priority management
* Autonomy & Initiative
* Team spirit
* Waterfall & Agile Methodology