

**EXPERIENCED CONSULTANT, TRAINER AND CHANGE AGENT
DELIVERING HIGH QUALITY SERVICES IN A PLAYFUL AND COOPERATIVE WAY.**

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STRENGTHS :

- Adult education specialist
- 25 years international professional experience as project manager in diverse industries such as Banking, IT or Manufacturing and several functional domains.
- 20 years as team manager and mentor in multicultural environment with remote team members
- Expert at customizing learning activities.
- Proven leadership in process optimization and implementation of changes.
- Trilingual: English, French and German

PROFESSIONAL EXPERIENCE AND REFERENCES

• **TRAINING**

- Developed a methodology to customize training programs and applied it to deliver training at international companies using Business Objects, a query, reporting and analysis tool, with the result of complete customer satisfaction.
- Performed training needs analysis internally for SAS Consultants.
- Managed the training strategy supporting the launch of new releases of software.
- Organized training sessions for the consultants and instructors of more than 25 countries in Europe.
- Encouraged learning attitude by creating a relaxed and studious climate in classroom as well as in day-to-day working activities.
- Co-developed and run awareness workshops on Gender communication at work using theatre techniques for the *European Commission* in Brussels.

• **PEOPLE DEVELOPMENT AND COACHING**

- Guided people in their skills development such as the team members of an IT project at *CPC France (Unilever Bestfoods)* who developed into project managers.
- Defined competencies, job profiles and training paths for team members, as well as for consultants and instructors in various domains.
- Conducted regular performance reviews and defined individual learning and development plans.
- Motivated people to achieve goals, like launching a new application at the expected date.
- Inspired productive working atmosphere between teams from different departments, companies and countries.

• **PROJECT MANAGEMENT/ EDUCATION PROGRAM MANAGEMENT**

- Managed IT projects with teams up to 15 system analysts and developers to implement a new information system starting with the commercial area : Customer Management, Product management Order processing and Invoicing
- Managed international course development projects on several topics such as Performance Management, Financial Management with remote team members
- Developed and enhanced methodologies to integrate education activities into IT projects.
- Developed new Education Programs targeting business users.
- Directed worldwide knowledge sharing activities.
- Managed programs such as SAS Certification and SAS Accredited Training
- Created the collection of information about course material developed worldwide and implemented a database used by *SAS Institute* employees worldwide.
- Coordinated the documentation of course development standards and promoted them to international education departments.

- **CHANGE MANAGEMENT**

- Supported the creation of a new group following the reorganization of the Professional Services Division at *SAS International* in Germany.
- Initiated new internal processes such as performance management.
- Initiated knowledge sharing activities supporting the launch of a major change in *SAS* technologies focusing on developing new skills for consultants, Partners and customers.
- Improved processes reducing time and improving customer satisfaction, such as the distribution process of software and documentation to the regional banks of the *Credit Agricole Group*.
- Implemented norms, standards and procedures for IT Projects ensuring security.

EMPLOYMENT HISTORY

Present	Consultant and Trainer Human Resource Development Self employed, Germany-France
1999- 2007	SAS International, Heidelberg, Germany, Professional Services Division Headquarters for EMEA (Europe Middle East and Africa) and AP (Asia Pacific). SAS Institute is the world's largest privately held software company Education Programs Manager 2005-2007, Senior Professional Services Specialist and Team Leader , 2002-2005 Course development coordinator , 1999-2002
1996-1998	Trainer and Consultant for international companies using Business Objects Self employed, France-Countrywide
1989-1994	CPC France Headquarters , Information Management Systems Department Manufacturer of Food Products, now Unilever Best Foods Methods Unit Manager ,. 1992-1994 Project Manager Commercial and Financial projects 1989-1992
1982-1989	Caisse Nationale du Crédit Agricole Headquarters of the Banking group, Paris, France Project Manager , IT Division, UCABAIL, one of the leasing subsidiaries. 1985-1989 Business Analyst , Economic studies department. 1982-1985

PROFESSIONAL TRAINING/ EDUCATION

M.S., Computer Science	Specialization in Business Administration University of Paris VI Pierre et Marie Curie
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From 1982 until today, an average of 10 days/year was devoted to training sessions for further learning and development, in area such as Performance Management, Project Management, Leadership, Training, Communication. E.g.:

- Train the Trainer University of Paris I Sorbonne
- Instructional Design CLARK Training & Consulting
- Developing Leadership Potential Roffey Park, UK
- Performance Management Roffey Park, UK
- Co-Active Coaching Co-Activity, CTI
- Theater and Improvisation Since 2002 regular workshops in German, English and French

LANGUAGES

English	Fluent
French	Native speaker
German	Good

INTERESTS

Theater Culture	Writing multilingual plays, Improvisation Theater Active in French-German cultural associations
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