

SALESFORCE CONSULTANT

PROFILE

My experience with end customers and IT service providers has enabled me to obtain complete skills in the management of IT projects as both a client and a service provider. My key characteristics are listening, autonomy, adaptability, strength of proposals, anticipation. With a user gaze, I always try to respond as closely as possible to the needs expressed. As part of my activity as an end customer, I have successful experiences in the selection and management of services providers. As Salesforce Consultant in digital services company my customers appreciate my availability, my sense of customer and my strength of proposals exceeding the expressed needs.

TECHNICAL SKILLS

- Project management : Listening understanding and synthesis of users needs, demonstrations
- Change management : Animation of training cycles, animation of workshops, helpdesk
- Technical writing : Needs expression, specifications, technical guidebooks, users and training documents
- Tests management : Unit tests, integration tests, managing users tests
- Jobs knowledge : Energies, Banks, Facility Management, Real Estate Maintenance, Documentation Center, HR

TECHNICAL EXPERTISE

- Software : CRM (Salesforce)
 - Management of users habilitations
 - Maintaining & personalizing Salesforce (Classic and Lightning)
 - Creation of reports, dashboards, workflows, business processes automations ...
 - Salesforce screens Design
 - Setting-up Salesforce Communities
 - Migration to Lightning, Merge Salesforce instances
 - Apex & Visualforce (developer beginner)
- : CMMT (Infor EAM, SAM) Application administration
- : Finance (GEC Vision) Contracting authority support
- : HRIS (Figgo, Kelio) Application administration, Contracting authority support
- : EDM (Loris) Application administration
- : ECM (Alfresco) Application administration, Contracting authority support
- : CMS (WordPress) IT project management
- : BI (Crystal Reports) Conception de rapports
- DBMS : Oracle 8i to 10g, MS Access, MySQL
- Tools : Salesforce Dataloader, OEM Consoles, Toad, Kettle, Mantis, Redmine, GLPI
- Languages : Visualforce, APEX, SOQL, SQL, PL/SQL, MS-DOS

CERTIFICATIONS

2017 : Salesforce Certified Administrator Certificate n° 17012035

WORK EXPERIENCES

My major fulfilments are described on my website



ST GROUPE

Paris area

Digital Services

06/2019 -

: **SALESFORCE CONSULTANT**

References : Randstad group (2 missions half-time)

06/2019 - 03/2020 (10 months)

: Salesforce Consultant : **Randstad Global Client Solution** (international BU)

06/2019 - 01/2021 (18 months)

: Salesforce Consultant : **Randstad France** (french BU)

• Contracting authority : application administration, users helpdesk, Apex, Visualforce

• I.T. project management support : inventory of users needs, presentation of evolutions



FEEL EUROPE (SII Group)

Paris area

Digital Services

07/2018 - 06/2019 (12 months)

: **SALESFORCE CONSULTANT**

References : BNP Paribas Epargne et Retraite Entreprise

03/2019 - 06/2019 (3 months) : Upkeeping competences on Salesforce (Trailhead).

08/2018 - 02/2019 (7 months) : Salesforce Project Management at **BNP Paribas Epargne & Retraite Entreprise**.

• I.T. project management Salesforce, Tests management, Users helpdesk

07/2018 - 08/2018 (1 month) : Build of the internal Salesforce referential for FEEL EUROPE.



OCEA SMART BUILDING [OSB]

: 07/2012 - 06/2018 (6 years) Paris area

Environnemental Performance, I.S.

09/2013 - 06/2018 (~ 5 years)

: **SALESFORCE ADMINISTRATOR**

• Contracting authority, I.T. project management, selecting and managing the Salesforce integrator, Search & Development



09/2013 - 05/2017 (~ 4 years)

: **BACK OFFICE I.S. ENGINEER**

Used tools : Figgo, GEC Vision, Alfresco, ETL Kettle, GLPI

• Contracting authority : ETL Kettle

• I.T. project management support : Figgo, GEC Vision, Alfresco, OSB "to call" for Suez, selecting Alfresco integrator



07/2012 - 09/2013 (14 months)

: **SOFTWARE VALIDATION ENGINEER**

Used tools : Mantis, owned software suite

References : Suresnes Habitat, Creteil Habitat, CUS Habitat, Engie, Allianz, BPCE, Credit Cooperatif, CACIB, BNP

Paribas REPM, Vinci Facilities, Unibail-Rodamco



ISIOM : 12/2007 - 06/2012 (4.5 years) Paris area Software Edition
 06/2008 - 06/2012 (4 years) : **I.T. PROJECT MANAGER**
Used tools : CMMT SAM, ETL Kettle, software edited by the company
References : Cooperation & Famille, Habitat 35, OPHLM de La Rochelle, BNP Paribas REPM, Vinci Facilities, Unibail-Rodamco, BPCE, CACIB, Bureau Veritas



12/2007 - 06/2008 (6 months) : **CONSULTANT** – Management contract (full time for FACEO)
Used tools : CMMT Infor EAM, CMMT SAM, software edited by the company, DBMS oracle 8i to 10g
References : Alcatel-Lucent, Areva, DGA, EADS, Nexter, Thales, EP-MQB, France Telecom, Societe Generale, BRED
 • I.T. project management support, Contracting authority on Used tools, users helpdesk



FACEO Paris area Facility Management
 03/2006 - 12/2007 (20 months) : **I.T. PROJECT MANAGER**
Used tools : CMMT SAM, Crystal Reports, DBMS oracle 8i to 10g
References : Alcatel-Lucent, Alstom, Areva, EADS, Nexter, Thales, EP-MQB, Business Objects, France Telecom
 • Contracting authority on Used tools, users helpdesk



TERALIANCE Paris area Digital Services
 01/2006 - 03/2006 (2 months) : **JUNIOR ORACLE CONSULTANT**



SHOAH MEMORIAL Paris area Museum, Documentation Center
 10/2002 - 12/2005 (3+ years) : **I.T. TECHNICIAN**
Used tools : DEM Loris, Kelio, DBMS Oracle & MS Access, visitors I.S., MS Exchange, MS Active Directory.
 • Contracting authority on used tools, users helpdesk
 • I.T. project management, conception and developpement of MS Access applications

PROFESSIONAL TRAINING

07/2002 - 09/2002	: SHOAH MEMORIAL	Paris area	I.T. Technician (Vocational Degree)
01/2002 - 06/2002	: INTERNET INNOVATION	Paris area	Webmaster (Vocational Degree)
09/2000 - 12/2001	: COMPODATA & THALES UNIVERSITY	Paris area	Creator of multimedia projects (STUD)

FURTHER EDUCATION

2014	: CRM	« Salesforce ADM201 »
2009	: CMMT	« INFOR EAM » Administrator
2008	: CMMT	« INFOR EAM » User
2007	: CMMT	« User SAM »
2004	: Oracle	« Oracle's Administration »

INITIAL EDUCATION

2001 - 2002	: Vocational degree « Network, Distributed Data processing, Multimedia ». Pierre & Marie Cure University (I.T. Unity)
2000 - 2001	: Scientific and Technical University Degree « SPI, Multimedia engineering for Documentary Information ». CFA-UPMC
Languages	: Bilingual French - English, German (basic)

INTEREST

Hobbies	: Stamps collecting, strategic games
Volunteering	: Non-profit mutual company (IT Manager, president)
Trips	: Europe (mostly), Asia, Australia