

13 years' experience in travel business

OBJECTIVE

A position that would make my experience and expertise in the GDS and IT industry areas a profit for all parties

Main responsibilities

Budget preparation with division directors and senior managers, forecast, prioritization, resource management, process design and improvement (BPM), change management, communication, activities follow-up.

WORK EXPERIENCE

AMADEUS SAS, SOPHIA-ANTIPOLIS (FRANCE)

Since 2013 Business Operation Planning Manager in « R&D-AIR-TDF »

- Resource management: capacity plan, follow-up, reporting (in coordination with FIN & HR)
- Budget : planning, follow-up, reporting. Collect and consolidate inputs/assumptions and construct the budget
- Provide top management with reports and dashboards including KPIs
- Coordinate and follow-up of externalization (Delivery Based Services)
- Process & Performance improvement : formalize processes associated with particular objectives or activities
- Identify and measure key performance indicators to evaluate process effectiveness and efficiency
- Identify best practices and propose process improvements, tools and techniques to increase process efficiency
- I put in place a framework for innovation and I am innovation coordinator for my division.

2008 - 2013 Project Management Office in « Global Business Services »

- Participate to GBS reorganization: put in place the new GBS structure (change management), process definition
- Build the budget for three divisions with the corresponding directors and senior managers (NCE, MAD, ERD)
- Provide visibility to GBS directors by building financial dashboards in coordination with finance controller
- Set up and maintain systems for tracking and recording project schedules, costs and resources
- Project portfolio management, prioritization. Ensure GBS strategic plan is followed, projects/products pipeline

AMADEUS AMERICAS, MIAMI (USA): 2005 – 2008 Test System Manager in « Fare Quote »

- FQ test systems management (set-up, follow-up, non-regression tests, production loads with operations in ERD)
- My team was also especially dedicated to the direct support of the local customers (airlines and cruise companies)
- Development and maintenance of the Fare Quote intranet

AMADEUS SAS, SOPHIA-ANTIPOLIS (FRANCE): 2000 – 2005 Business Analyst in «Global Core»

- I've been fully involved in the British Airways, Qantas and Finnair migration to Amadeus reservation system
- Design and implementation of new architecture server related to Amadeus system access, PNR, Frequent Flyer
- I have been also actively communicating with our international customers (mainly Qantas, British Airways) at all stages of the project from the requirement's modeling to the production cut over and support
- Within various teams (Dep. PNR & Security), I have been responsible for designing and implementing new functionalities for the Amadeus reservation core system (TPF) notably related to PNR, frequent flyer

The main skills gained from these successive positions are:

- Amadeus business functional and technical skills
- Budget, resource management, strategic planning, financial analysis and reporting, Business Process Management
- Negotiation with customers and providers
- I use to be in contact with senior management (directors, senior managers) in an international context
- Ability to change

Education

Math & Computer Science (MIAGE), Institut de Mathématiques Appliquées de Grenoble
ITIL foundation certified