

Change Management Consultant – Vincent Bertin



Objective – Improve the appropriation and usage of new IT tools and their related procedures.

Keywords – Change Management, Training & e-Learning, ERP Project Management including SAP projects, Information Architecture and Design, Technical Communication, Technical Writing and Documentation, English, French & basic Spanish speaker and writer.

Figures – 9 years of practice. Involved in 4 SAP projects in Training and then Change teams; 800 people trained on site in Europe, Asia and Americas; 9 web sites, 30 newsletters, more than 50 technical, marketing and end-user oriented documents published.

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Skills

Main activities

Change Management on IT projects – 1. analysis of the current situation, 2. definition of the action plan, 3. communication, training and documentation phase, 4. collect and analysis of the end-users' feedback and then 5. adaptation of the targeted contents.

Communication – *Written*: content was added or updated on 9 Web and Intranet sites, around 30 newsletters and articles were written / *oral*: dozens of presentations were delivered to end-users: engineers, managers, sales representatives, technicians and workers.

Documentation– Dozens of documents were designed and published, among them: *end-user documents* like quick start and technical guides, mementos, FAQ as well as *marketing and communication* documents like brochures and articles.

Training – *e-Learning*: Pedagogical modules were designed and published on the managed LMS / *On Information Management methods*: Nearly 150 managers, software engineers, marketing and administration representatives were trained on Information Mapping, Mind Mapping and Single Source Publishing methods and software / *within industries*: nearly 450 engineers, workers and managers were trained on proprietary applications in metal recycling, pharmaceutical and welding sectors, as well as on SAP module / *on SAP*: nearly 200 engineers, technicians and managers were trained and supported on SAP navigation and/or MM and PM modules.

IT – OS and languages skills

Windows: 98, 2000, XP – **Linux**: Ubuntu distribution (Debian).
Basic knowledge of HTML, DHTML, JavaScript, SQL and XML.

IT – Software skills

CMS (Content Management System) – Direct2Web, TeamSite and Cont'n'Shop.
e-Learning – QuestionMark and Saba (LMS: Learning Management System).
ERP (Enterprise Resource Planning) – SAP: notions on BW, FI-CO, MM and PM modules.
Multimedia – Captivate, *Doc-To-Help*, *Dreamweaver*, FrameMaker, FrontPage, Perception, *PowerPoint*, Quark Xpress, *RoboHelp*, *ViewletBuilder*, Word and Visio.
Mind Mapping – *Mind Manager* and Thinkgraph.
Office – *Microsoft Office*, Open Office as well as Evolution and Lotus Notes.
Proprietary Applications – *Metal recycling* software, automotive *welding* software and *workflow management* software for pharmaceutical and military documents.
Ticketing – *SecuTix*.

Spoken languages

English: proficient – Nearly 300 people were supported; marketing, technical documents and training materials were designed and published; presentations and awareness sessions were performed.

French: mother tongue – Nearly 450 people were supported; marketing, technical documents and training materials were designed and published; presentations and awareness sessions were performed.

Spanish: operational for technical training – Approximately 50 people were supported.

Professional Experience

- Since January 2008 **Training Specialist for SICPA**
Design and support both end-user documentation and training activities on the global SAP project of the group, internal consultant for a client project, member of the Change team.
- July – December 2007 (6 months) **Change Management Consultant for Unilog Manufacturing** – Communication, training and documentation services to support change management plans on **SAP** PM and a proprietary application. Management of the technical aspects of the implementation and change management plans.
- August 2006 – June 2007 (11 months) **Technical Communication Manager for ELCA Software Publishing** – Communication, training and documentation services for technology frameworks as products and projects in the ticketing and authentication sectors / Internal awareness sessions on information management.
- August 2005 – July 2006 (12 months) **e-Learning & Communication Consultant for b-i Manufacturing** – Collaboration to author and publish two self-learning sites on **SAP** modules (BW and FI-CO) as well as to add content to an Intranet site / Help Desk: Calls' identification and assignment of support requests during the implementation of SAP.
- February 2003 – July 2005 (30 months) **Consultant, Trainer & Writer, Freelance Administration** – Swiss town: web site / Train the trainer's coaching on new French administrative framework for a client of Studec / **School & University** – School of the Paris Chamber of Commerce & Industry: training technical writers / **Manufacturing** – Change Management activities on proprietary applications for Sanofi-Aventis, PSA Peugeot-Citroën and a Unilog's client –Documentation management on a **SAP** project for Gaz de France / **Military** – Support content management on a NATO portal (IETM).
- June 2001 – November 2002 (18 months) **Consultant & Trainer for Unilog Financial Services** – Design an on-line help and its related sales scenarios / **e-Learning** – Design pedagogical content and administration of the French platform / **Automotive** – PSA Peugeot Citroën: Training and documentation on a proprietary application.
- October 1999 – May 2001 (20 months) **Documentation Manager for a start-up Software Publishing** – Design and management of the documentation published in English and French for ISO-Sales, SFA & CRM software: user manual, administration and installation guides, memento, FAQ and knowledge base.

Profile

- 2005 **Education Information Mapping** – Deliver structured information matching the needs of each user profile. Certified in 2005 by Information Mapping France.
- 2003 **Mind Mapping** – Visualize key information. Certified in 2003 by FLB Consultants.
- 1998 – 1999 **Technical Writing** – Advancia, school of the Paris Chamber of Commerce & Industry Information Design and Communication Design for Technical Writing purposes.
- 1993 – 1998 **Master's Degree in Biochemistry** – Universities of Le Havre and Paris 7
Internship: research assistant for 6 months in Sweden (Erasmus Program).
- Get more **Memberships & Interests**
Professional Memberships – STC: Society for Technical Communication and CRT: Conseil des Rédacteurs Techniques.
Professional Interests – Cognitive sciences, information architecture and design, technical communication, writing and open source software.
Personal Interests – Walking in the Jura mountains, snorkeling in clean warm waters as well as traveling, cooking, reading and ... learning more.
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