

Vincent Bertin



Summary

- Current position: Team leader of 5 technical trainers in Switzerland
- Core business: Training, technical communication and change management activities in ERP projects and industrial software
- Profile: Mobile, interested in new technology, proficient in English and French, Spanish speaker and writer and German learner.

Few Figures

- 10 years of experience in IT projects, including 4 **SAP** projects and 3 industrial software projects
- 1200 people trained online and on site, in Europe and Americas
- 9 Websites, around 30 newsletters, more than 100 technical guides, marketing documents and training materials

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Professional Experience

Since August
2009

Training Team Leader for SICPA

Security Inks and Systems – Lead and motivate a team of 5 technical trainers for the Customer Service & Operation department. On SICPA Track and Trace projects: analyse training needs, design and deliver training modules, schedule training sessions, promote the Train-the-Trainer approach, validate and follow-up the customized user training sessions. Report monthly activity to Training Manager with KPI and metrics.

January 2008 –
August 2009
(19 months)

Training Specialist for SICPA

Security Inks and Systems - Change Management team member in charge of designing and supporting both end-users' documentation and training programs on the global **SAP** project. Internal consultant for public and private main accounts on SICPA Track and Trace projects.

July – December
2007
(6 months)

Change Management Consultant, Freelance for Unilog-Logica

Automotive Industry – On a PSA Peugeot Citroën project for Unilog: communication, training and documentation services to support change management plans on **SAP** PM and a proprietary enterprise portal framework dedicated to maintenance of equipments.

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

Tobacco industry – Designing and publishing two self-learning sites on **SAP** modules (BW and FI-CO) and adding training content on the Intranet site / First level of support during SAP implementation.

February 2003 –
July 2005
(30 months)

Trainer & Writer, Freelance Consultant

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-Logica

Financial Services – Designing on-line help and its related sales scenarios / **e-Learning** – Design training content and administration of the French platform / **Automotive Industry** – PSA Peugeot Citroën: Training and documentation on a proprietary software application.

October 1999 –
May 2001
(20 months)

Documentation Manager for a start-up

Software Publishing – Designing and management of the documentation published in English and French for ISO–Sales, SFA & CRM software: user manual, administration and installation guides, handbooks, FAQ and knowledge base.

Profile

Education

Since 2002:
continuing
education

Information Mapping - Method to **structure information** per targeted user profile user profile. Certified in 2005 by Information Mapping France.
Mind Mapping - Method to **visualize key information**. Certified in 2002 by FLB Consultants.

1998 - 1999

Technical writing diploma in 1998.

1993 - 1998

Design and publish technical content on line and with printed documents
Master's degree in biochemistry from Paris 7 and Le Havre universities
Internship: research assistant for 6 months in Sweden – **Erasmus** program.

IT Skills (advanced* skills)

CMS
E-Learning
ERP
Information Portal
Multimedia

Direct2Web, TeamSite and Cont'n'Shop
QuestionMark and Saba (LMS)
SAP: BW, FI-CO, MM and PM modules
SharePoint*

Mind Mapping
Project
Management
Proprietary
Applications
Ticketing
Track and Trace

Captivate, Doc-To-Help*, Dreamweaver*, FrameMaker, FrontPage, Info Pak*, Perception, MS PowerPoint*, Quark Xpress, RoboHelp*, ViewletBuilder*, MS Word* and Visio
Mind Manager* and Thinkgraph
MS Excel* and MS Project
Metal recycling software*, automotive welding software* and workflow management software* for pharmaceutical and military documents
SecuTix*
SICPATRACE*

Languages

Oral
Written

English:	French:	German:	Spanish:
Proficient	Mother tongue	Basic Knowledge	Operational
500 trainees	650 trainees	Learning since	50 trainees
Marketing and technical doc.	Marketing and technical doc.	April 2009	Technical documents

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Personal details

Work Permit: "G" until
August 01, 2011

Nationality: French
Date of birth: October 9, 1974

Contact

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