

Vincent Bertin: IT Project & Change Management



Summary

- Current position in Switzerland: Process Team Leader for SAP CS and PS modules, on a corporate project, for a worldwide leader in security inks and secure track and trace systems
- 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

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Professional Experience

- Since May 2010 **SAP Process Team Leader for SICPA**
SAP Project – Lead implementation of SAP Project System and Customer Service modules on the global SAP project. Be a point of contact with Business Process Owners and Business Key Users. Supervise internal and external Application Specialists. Manage integration testing phase. Work with Project Management Office.
- August 2009 – April 2010 (9 months) **Training Team Leader for SICPA**
Secure Track and Trace Systems – Lead and motivate a team of 5 technical trainers for the Customer Service & Operation department. On SICPATRACE 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**
SAP Project - Change Management team member in charge of designing and supporting both end-users' documentation and training programs on the global SAP project. / Secure Track and Trace Systems - Internal consultant for public and private main accounts on SICPATRACE 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 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.
 Design and publish technical content on line and with printed documents
 1993 - 1998
 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	Direct2Web, TeamSite and Cont’n’Shop
E-Learning	QuestionMark and Saba (LMS)
ERP	SAP: CS, PM and PS modules
Information Portal	SharePoint*
Multimedia	Captivate, Doc-To-Help*, Dreamweaver*, FrameMaker, FrontPage, Info Pak*, Perception, MS PowerPoint*, Quark Xpress, RoboHelp*, ViewletBuilder*, MS Word* and Visio
Mind Mapping Project	Mind Manager* and Thinkgraph
Management	MS Excel* and MS Project
Proprietary Applications	Metal recycling software*, automotive welding software* and workflow management software* for pharmaceutical and military documents
Ticketing	SecuTix*
Track and Trace	SICPATRACE*

Languages

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

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