

## Vincent Bertin: Project Management and Change Management in IT and Learning Projects



### Summary:

- Experience: 12+ years of experience including 4 SAP projects and 4 industrial software projects
- Core Business: Improve adoption of software and acceptance of organizational changes
- Scope: 1300 end-users supported in Europe, USA, Canada, China and Brazil. Team Management: up to 10 people including employees and consultants. Administration of 1 LMS with e-learning content
- Profile: mobile, interested in new IT and biology technologies, good at analyzing and synthesizing with efficient communication skills

### Personal details

Nationality: French

Married life, no children

Swiss work permit: G

working in Switzerland for 9 years

### Contact

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## Professional Experience

Since November 2011

**Quality Subject Matter Expert at Baxter BioScience Manufacturing, Neuchâtel: Swiss production site of Baxter International**

- Expert for the Non Conformance Report system
- Project leader for the quality department

June - Oct. 11

**Consultant in project management and training for Excelsia, Neuchâtel: a training company of the ProData Group**

- Consulting for an international administration to promote a search and patrimonial asset management solution. Services on project management, training, communication and documentation
- Advanced training sessions on technical writing techniques applied with Microsoft Office

Jan. 08 - May 11

**From Training Specialist to SAP Process Team Leader at SICPA**

1. Internal consultant in SAP education as Training Specialist: design and support both end-users' documentation and training programs on the global SAP project during 1 ½ years, and
2. Team management of trainers as Training Team Leader: lead and motivate a team of 6 technical trainers and deal with vendors for the Customer Service & Operation department for 9 months to finally
3. SAP module implementation leadership as SAP Process Leader: lead the support and the implementation of SAP PS (Project System) and SAP CS (Customer Service) modules on the global SAP project for 1 year

Jan. 03 - Dec. 07  
Administration

**Consultant, Trainer & Writer, Freelance or employee**

- Web site design and publishing for a Swiss town, for 1 month in Switzerland
- Train the trainer's coaching on new French administrative framework for a client of Studec, during 2 months in France

Industries

- Designing and publishing two self-learning sites on SAP BW and FI-CO and adding training content on the Intranet site and then first level of support during SAP implementation for a tobacco manufacturer, client of blue-infinity, during 12 months in Switzerland.
- Documentation management on a SAP project at Gaz de France for Unilog - Logica group, during 9 months in France
- Training and documentation on a proprietary software application. This assignment was started as an Unilog employee and was performed over 18 months in China, France and Spain
- Communication, training and documentation services to support change

Military area	<p>management plans on SAP PM at PSA Peugeot Citroën for Unilog - Logica group, for 6 months in France and Spain</p> <ul style="list-style-type: none"> <li>• Support content management published on a NATO portal (Interactive Electronic Technical Manual) for the ADGA group, for 6 months in Belgium, Canada and France</li> </ul>
June 01 – Nov. 02 Internal Training	<p><b>Consultant &amp; Trainer for Unilog, now belonging to Logica</b></p> <ul style="list-style-type: none"> <li>• Support sales engineers, project managers and training consultants on methods and tips to improve their writing skills</li> </ul>
e-Learning	<ul style="list-style-type: none"> <li>• E-learning content design, co-administration of SABA: the LMS (Learning Management System) for the French market in partnership with Integrata colleagues in Germany</li> </ul>
Industrial Software	<ul style="list-style-type: none"> <li>• Training and documentation on a welding application, in Brazil, France and Spain for a car manufacturer</li> </ul>
Oct. 99 - May 01 CRM	<p><b>Documentation Manager for a start-up bought out by the Coheris group</b></p> <ul style="list-style-type: none"> <li>• Design and management of the documentation published in English and French user manual, administration and installation guides, handbooks, FAQ and knowledge base</li> <li>• Content authoring for the marketing department</li> </ul>

## Profile

### Education

2011 – 2012	<b>Executive MBA in Healthcare Management</b> - HEC Lausanne in partnership with IEMS and the CHUV. Until December 2012
2005	<b>Information Mapping</b> - Method to structure information per targeted user profile. Certified by Information Mapping France.
2002	<b>Mind Mapping</b> - Method to visualize key information. Certified in 2002 by Frédéric Le Bihan from l'Ecole Française de l'Heuristique (EFH).
1998 – 1999	<b>Technical Writing &amp; Communication</b> - Advancia, school of Paris Chamber of Commerce and Industry. Design and publish printed-friendly and on-line technical content, convey technical information to non technical audience.
1993 – 1998	<b>Master's Degree in Biochemistry</b> - Paris 7 (UMPC) and Le Havre universities. Erasmus program: research assistant for 6 months in Sweden

### IT Skills

e-Learning - admin. e-Learning – content ERP	<p>QuestionMark Perception, Ancile (ex RWD) InfoPak and Saba Adobe Captivate 4, Dreamweaver CS5, FrameMaker 8, RoboHelp 7, Doc-To-Help 2011 and ViewletBuilder 5 SAP ECC 6.0: basic understanding of BW, FI, CO, MM and PM modules, business knowledge in CS and PS, Solution Manager usage to manage Request For Changes (RFCs), run tests and follow-up on projects</p>
Information Portal Mind Mapping Office Proprietary Application	<p>SharePoint 2007 Mind Manager 8, FreeMind 0.9 and Personal Brain 6 Microsoft Office 2010 including: Excel, Word, PowerPoint and Visio Metal recycling software, automotive welding software and workflow management software for pharmaceutical and military document lifecycle management</p>
Traceability	TrackWise 7 (EQMS) and SICPATRACE

### Spoken Languages

<b>English:</b> Proficient, used on a daily basis	<b>French:</b> Mother tongue, certified writer	<b>Spanish:</b> For a known technical topic
500 trainees and team management	650 trainees	50 trainees
Project reporting and technical documents	Executive, marketing and technical doc.	Technical documents