

Vincent Bertin. Senior Digital Consultant In Project Management & Business Analysis

MBA. PMP. CBAP. Scientific & Communication Background. Swiss Resident



Services offered as a servant leader:

- Lead project, providing value analysis and efficient communication
- Keen to interact in an Agile way the digital and transformation projects
- Conceive a Learning & Development strategy and manage the training program
- Provide process modeling, data flow diagram, and digital learning tools



Acting as: project manager, business analyst, trainer, technical writer, team lead and/or consultant



Working with. Profiles: IT, Logistic, Marketing, R&D and HR. Roles: from operators to managers



In Europe, Americas
Mobile in Europe and abroad working in Switzerland for 16 years

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Living in Geneva.

With a Swiss driving licence



Key figures. 20years of experience including:

- 9 as project manager
- 8 as business analyst
- 3 as writer, trainer and LMS administrator
- 16 working in Switzerland: Neuchâtel, Lausanne & Geneva
- 6 ERP projects contribute to a global view of an organization and 10+ bespoke applications in life science, education, public health sector as well as banking, car, sport, traceability and luxury industry



Background. Management, life science and technical communication:

- Executive MBA HEC Lausanne & EPFL in healthcare
- PMP: Certified Project Management Professional
- CBAP: Certified Business Analyst Professional
- Scientific degree in biochemistry (maîtrise)
- Technical communication degree

Proficient in English and French.

Intermediate in Spanish (technical workshops)

For the last 3+ years: 2016 - 2019

For a **Swiss private foundation**, leader in conflict resolution

Since March 2019
Geneva. Switzerland

Digitalization Manager

- Manage the digitalization projects for the corporate services and provide all employees with mobile applications for mobility and time management
- Lead to analyse business requirements, carry on selection of solutions and vendors, update processes and business procedures and deploy digital solutions, promoting empowerment of key users in each office in Switzerland and abroad

For a **software engineering company**, specialized in e-**health** and GIS to monitor and/or visualize key data on maps.

From March 2018 to February 2019: 12 months.
Geneva. Switzerland

National digital dashboard project to track vaccination campaigns in Pakistan:

- Lead the project as Scrum Master: elicit requirements, define the scope, time, resources, deal with quality, issues and risks. Weekly online interactions with the client. Bring new KPI to monitor and mitigate risks, report to the board
- All key priorities covered: 50% of the product backlog, in 50% of the allocated time. Analysis to refine an allocation algorithm. Support key user training and daily business

International dashboard to visualize health facilities activities and statuses in emergency contexts, worldwide

- Lead the project as Scrum Master. Weekly and even daily interactions with the client empowered as Product Owner
- Three releases in three months. Solution embedded within an existing Public Health Information Services (PHIS)

GIS: Geographical Information Systems, worldwide

- Internal auditing and improvement on deliverables
- Test the applications, involved in the UX/UI and improve the documentation

Latin America pilot to monitor rubeola and measles outbreak

- Design training material and end-user guide in Spanish
- Train in Spanish the Columbian health experts on a tailored risk management application, during a workshop in Bogotá for 4 days

For a **Swiss administration**

July 2017 – February 2018: 8 months
Geneva. Switzerland

Release the **TARMED** into an existing **public health software**:

- Lead a task force to implement new mandatory TARMED features within a children's dental care software
- On-track when assignment was achieved, business expressed his satisfaction in writing

Audit internally and promote the offers from IT department

- Audit educational subject matter experts with Enterprise architect to articulate a new IT offer
- Expectations were depicted and prioritized, and a first schedule was given to the SME

	<p>Implement a custom-tailored public health app. to replace a paper-based solution for children's dental care, a digital transformation project:</p> <ul style="list-style-type: none">• Business analysis and change management➤ Requirements were collected, processes and procedures were depicted, workshops to drive the change were done
<p>For a management school, leader in hospitality</p> <p>October 2016 – May 2017: 8 months</p> <p>Vaud. Switzerland</p>	<p>Upgrade an LMS (Moodle):</p> <ul style="list-style-type: none">• Manage the project including the relationships with the business and the software development team➤ Key features were implemented, and product lifecycle was started again <p>Implement a MOOC (Open edX) within an administrative solution, for a new MBA program</p> <ul style="list-style-type: none">• Involved in solution implementation as one of the BA➤ Contribution in the solution design, specifications, personas, data flow diagrams and business value mapping
<p>For the IT department of a UN organization, working also with Human Resources, Legal and Logistic departments.</p> <p>June – December 2016: 7 months.</p> <p>Geneva. Switzerland</p>	<p>For the DG election, gather requirements for an electronic voting system and then analyse the process of the existing paper-based solution to optimize the voting experience:</p> <ul style="list-style-type: none">• Map data processes, depict the journey of end-users and contribute to summarize the risks addressed by technical specialists and non-technical stakeholders➤ Analysis was included in the auditing report, which contributed to keep the current paper based voting system, saving 1/3 of the time by modifying the process <p>Drug development process, release authorization: involving country representatives, the organization and pharma. lab.:</p> <ul style="list-style-type: none">• Data modelling and business motivation analysis to support the work performed by the MD & Product Owner➤ Solution was described, and a Proof of Concept was run. Waiting for funding when the assignment ended <p>Global learning program:</p> <ul style="list-style-type: none">• Audit the collection of business requirements for two legacy systems, then analyze the risks and constraints in coordination with the system administrator➤ Result of the audit was presented to the heads of HR and IT, who decided to use it for further internal investigations
<p>For a marketing school</p> <p>Since 2016. 3 sessions</p> <p>Vaud. Switzerland</p>	<p>Member of the jury, for a Swiss Marketing diploma in digital project management and business analysis:</p> <ul style="list-style-type: none">• Evaluate the activity report, ending the education program➤ Review the reports, provide feedback and grades

Other Key Work Experiences During The Previous 16 years: 1999 - 2016

Consulting firm. 3 years 8 months. 2012-2016

International Sport Federation for nearly 2 years

	<ul style="list-style-type: none">• Support the program director to lead a Patrimonial Asset Management program for 19 months. Providing project leadership, business analysis, team coordination, testing and awareness & training sessions SAP projects <ul style="list-style-type: none">• Assignment in SAP for public administration, public transport and public energy• Custom-tailored capacity building on SAP designed on 40+ profile for 800 people, for a Swiss state during 13 months
Pharmaceutical industry in 2011 – 2012: 7 months	Transformation projects , working on organization & IT: <ul style="list-style-type: none">• Swiss biopharmaceutical group. Lead the implementation of a digital quality management system: tool and procedures, for the Quality department• Executive MBA performed in parallel with this full-time job
Security ink and track & trace solutions for 3.5 years 2008 - 2011	Implementing bespoke IT & organizational solutions <ul style="list-style-type: none">• As Training Specialist: capacity building for over 500 Swiss and Brazilian end-users on SAP• As Training Team Leader: hire, train and coordinate a team of 7 technical trainers supporting SICPATRACE worldwide• As SAP Process Team Leader: lead the SAP PS and CS implementation during the SAP ECC roll out in Switzerland
Small Business Owner. Consulting firm for 5 years. Swiss Limited Liability company (LLC) 2003 - 2008	Consultant in business analysis, leading training projects performing online and on-site training. Operating from Switzerland, delivering in Brazil, Canada, China, Europe & USA <ul style="list-style-type: none">• Assignments for insurance, national leader in energy, banking, car manufacturer, pharmaceutical companies, military sector, French and Swiss public administrations
Consulting firm. 2 years. 2001 - 2002	Consultant in e-Learning & Training Management <ul style="list-style-type: none">• Design, author and publish the training material and then perform training sessions on custom-tailored industrial and banking software, and communication methods• Administrator of the LMS: Learning Management System
CRM Start-up. 1.5 years. 1999 - 2000	Documentation Manager <ul style="list-style-type: none">• Design, author and publish the end-user and technical documentation, in English and French• Interact with software engineers and marketing experts

Skills & Education

Languages: English, French & Spanish	<ul style="list-style-type: none">• English: proficient. Certified technical writer• French: mother tongue. Certified technical writer• Spanish: intermediate, currently improving
Software: BPM, ERP, learning, office, software dev., quality & testing	<ul style="list-style-type: none">• Business Process Modelling based on BPMN & UML: Camunda, IBM Business Process Manager, Visio & Visual Paradigm• E-Learning: Moodle (LMS), open edX (MOOC), SAP WBP & Oracle UPK• Enterprise Quality Management System: TrackWise• Office: Microsoft Excel, Outlook, PowerPoint, Word, ...• Project: Mind Manager, MS Project and OpenProject• SAP CS, PM & WPB. Knowledge of SAP MM, FICO & HR• Software Development: GitHub• Software Testing & Incident Management: Jira & HP ALM
2016. CBAP & PMP	<ul style="list-style-type: none">• CBAP. Certified Business Analysis Professional by IIBA• PMP. Project Management Professional by PMI
2012. Executive MBA	<ul style="list-style-type: none">• Executive MBA from EPFL and HEC Lausanne, Switzerland – specialization in Healthcare Management
1999. Tech. Comm.	<ul style="list-style-type: none">• Technical communication degree. CCIP. Novancia. France
1998. Scientific Degree	<ul style="list-style-type: none">• Degree in Biochemistry (maîtrise). Paris VII, , France