

Vincent Bertin

Consultant | Coach | Visiting Lecturer | Swiss Resident

Let's connect the dots between business and IT to drive your digital journey better



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47 years old
Swiss work permit: C
Leaving in Geneva, keen to
work overseas

My commitment to you is to lead digital and business transformation initiatives.

I focus on client satisfaction, communication between teams, ROI, and lessons learned in an agile framework. In terms of deliverables, I am efficient to:

- **Analyze** the vision of the digital initiative, convert it into high-level epics, capturing information with techniques like interviews, workshops
- **Elicit** business needs and then manage the lifecycle of technical, functional, and non-functional requirements to design and/or select the solution(s) delivering value
- **Establish** clear and visual end-to-end business processes (BPMN 2.0), author and share user stories with acceptance and evaluation criteria, and author detailed use cases to drive UAT
- **Manage** the product backlog, strengthening collaborative design of the solution, including UI / UX review, involving business representatives, project managers, and IT experts, in line with the allocated time/budget
- **Build** capacity mapping, design training curriculum, deliver awareness sessions according to each audience, and support these audiences to drive their changes due to the digitalization

My education includes a scientific background, a technical communication degree, and an executive MBA from HEC Lausanne & EPFL. Then, I have continued my education with professional certifications in project management (PMP), business analysis (CBAP), and change management (Prosci CCP), with a specialization in Agile framework (Scrum PSPO and PSM).

Due to extensive travel assignments, I have been fortunate to work in Europe, Asia, and the Americas. My multicultural perspective strengthened my ability to understand better assignments involving overseas stakeholders.

So, I am keen to analyze and drive technological & organizational changes in complex and multicultural environments.

5 Essential Experiences Over The Last 3 Years

<p>Senior Consultant for an international group</p> <p>Since August 2021 Geneva</p>	<p>Joining a group of 5'000 experts around the world</p> <ul style="list-style-type: none">• Provide digital advisory and business analysis consultancy services. Evolve in business and digital transformation initiatives based on CMS, DAM, and PIM environments➤ Results: Leading the team to implement custom-tailored components, deliver additional features when managing digital assets on eCommerce websites, and design innovative customer experiences
<p>Senior Consultant for a Swiss public administration</p> <p>October 2020 – July 2021 Geneva</p>	<p>Mandated by both IT and business departments:</p> <ul style="list-style-type: none">• Provide a strategic analysis before a reorganization and then conduct workshops to support the change➤ Review an existing offer and organization about geomatic solutions and services, and then articulate recommendations for the future state, including an action plan to manage risks
<p>Senior Consultant for an international luxury group</p> <p>April 2020 – October 2020 Geneva</p>	<p>Due to the global digital transformation of the group:</p> <ul style="list-style-type: none">• Join an established team of IT experts and specialists➤ Support the migration of services and infrastructures to the Cloud by providing program management, product management, and business analysis consultancy
<p>Digitalization program manager for a service provider within an international NGO</p> <p>March 2019 – February 2020: 12 months Geneva</p>	<p>To lead changes due to the global digital transformation of the organization:</p> <ul style="list-style-type: none">• Manage the program: scope, planning, delays, budget, quality review, incidents, and the stakeholders➤ Analyze business needs by publishing specifications, organize the vendor's selections, manage the different digital projects for the corporate services: finance and accounting, human resources, and donor relationship management, and lead the development of mobile applications for employees related to time management and travel expenses
<p>Lecturer and trainer For a Swiss training center and a Swiss university</p> <p>Since January 2019, ongoing Vaud and Geneva</p>	<p>Lectures and workshops, from 0.5 to 5 days on:</p> <ul style="list-style-type: none">• Project management, according to PMBOK from PMI• Business analysis, according to BABOK from IIBA• Agility introduction, based on the Scrum Manifesto➤ About 80 people were trained. Satisfaction level: 94%

Other Work Experiences During The Previous 18 years: 1999 - 2017

<p>Solution engineer for a software engineering company specialized in e-health and GIS</p> <p>February 2018 – February 2019: one year Geneva</p>	<p>Manage projects as Scrum Master to publish digital dashboards, monitor vaccination tracking, and access health facilities in emergency areas.</p> <ul style="list-style-type: none">• Working with experts from WHO, The Gates Foundation, and from governments of Colombia and Pakistan➤ Used to sprint daily and collaborate either on-site or overseas with the Product Owner, IT, and governmental experts. Run a workshop on-site in Bogotá for four days, acting as a business analyst and trainer, in partnership with the program designer
<p>Senior Consultant For a Swiss administration</p> <p>July 2017 – February 2018: 8 months Geneva</p>	<p>Lead business analysis and project coordination activities in IT projects, within healthcare and education departments, and promote digital transformation</p> <ul style="list-style-type: none">• Lead a task force to collect and implement new mandatory TARMED features within a children's dental care software➤ On track when the assignment was achieved, the business expressed his satisfaction in writing• Audit educational subject matter experts with an Enterprise architect to articulate a new IT offer➤ Expectations were depicted and prioritized, and a first schedule was given to the SME• Implement a custom-tailored public health application to replace a paper-based solution for children's dental care➤ Requirements were collected, processes and procedures were depicted, workshop to initiate the change was done
<p>Senior Consultant for the IT department of a UN organization</p> <p>June – December 2016: 7 months. Geneva</p>	<p>Analyze both requirements and solutions on an electronic voting system during DG election, a drug lifecycle process, and the existing corporate e-learning tools</p> <ul style="list-style-type: none">➤ For the DG election process, analysis was included in the audit report, which contributed to keeping the current paper-based voting system, saving 1/3 of the time by modifying the process➤ For the drug lifecycle, data modeling and business motivation analysis were performed to support the PoC done by the MD & Product Owner. Waiting for funding when the assignment ended➤ About the audit on the two legacies LMS. It was performed in coordination with the system administrator, and it was presented to HR and IT management, who decided to use it for further internal investigations on the reported risks and constraints
<p>Member of the jury For a Swiss federal marketing school in Lausanne</p>	<p>Expertise for a Federal Marketing diploma as a digital project manager:</p> <ul style="list-style-type: none">• Evaluate the activity report, ending the education program, and member of the jury for the oral exams

Since March 2016, ongoing: more than 3 years	➤ Review the reports, provide grades and feedback to students
Senior Consultant in project management and business analysis for a Digital consulting firm 4 years 3 months. 2012-2017 Vaud and Geneva	International Sport Federation <ul style="list-style-type: none">• Support the program director in leading a Patrimonial Asset Management program for 20 months ➤ Providing project leadership, business analysis, team coordination, testing, and awareness & training sessions SAP projects and rollout <ul style="list-style-type: none">• Assignment in SAP for public administrations, in finance, transport, and energy sectors ➤ Design a custom-tailored training curriculum on 40+ profiles for 640 people for a Swiss state for 13 months. Updated processes and procedures. Perform awareness sessions on implemented tools and organizational changes Business School <ul style="list-style-type: none">• Business analysis and project management on two LMS ➤ Manage requirements and lead the first release with business representatives
Pharmaceutical industry. Between 2009 and 2012: about 1 year	Transformation projects , working on organization & IT: <ul style="list-style-type: none">➤ Swiss biopharmaceutical group. 7 months. Drive the implementation of a digital quality management system: tool and procedures. Executive MBA performed in parallel with this full-time job for 18 months ➤ International group. 4 months in USA and Canada: Change management and training on a bespoke solution, built on SharePoint, updating processes and procedures
Security ink and track & trace solutions 2008 – 2011: 3.5 years	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 trainers supporting SICPATRACE worldwide ➤ As SAP Process Team Leader: lead the SAP PS (Project System) and CS (Customer Service) implementation during the Swiss SAP ECC rollout
Small Business Owner. Consulting firm for 5 years. 2003 – 2008 Switzerland, Americas, and Asia	Consultant in project management, business analysis, and online and on-site training. Operating from Switzerland, delivering in Brazil, Canada, China, Europe & USA <ul style="list-style-type: none">➤ Assignments for insurance, a national leader in energy, banking, car manufacturer, pharmaceutical companies, military sector, French and Swiss public administrations
A 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
CRM Start-up 1.5 years. 1999 – 2000	Documentation Manager

France | ➤ Author and manage technical and user documentation, interacting 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
Software: authoring & learning, BI, BPM, ERP, office, software dev., quality & testing	<ul style="list-style-type: none">• Business Intelligence: exposure to MS PowerBI & Tableau• Business Process Modelling based on BPMN & UML: Camunda Modeler, IBM Business Process Manager, MS Visio, Signavio & Visual Paradigm• Corporate communication: Atlassian Confluence & MS SharePoint• CRM: Knowledge of MS Dynamics 365 Customer Relationship Management, including Donor Management• Digital Learning: Moodle with Totara LMS, open edX (MOOC), SAP WBP, TechSmith Camtasia & Oracle UPK• ERP. SAP: CS, PM & WPB. Knowledge of MM, FI, CO & HR, and exposure to MS Dynamics 365 BC: Business Central• Mind Mapping. Freemind 1.0.1, Mind Manager 13 for Mac• Office: Microsoft Excel, Outlook, PowerPoint, Teams & Word• Project: Atlassian Jira, MS Project, MeisterTask, Mind Manager & ZenHub• QMS. Quality Management System: SpartaSystem TrackWise• Software Development: GitHub• Software Testing & Incident Management: Jira & HP ALM
2021. PSM I & FSEA M1 Certificates	<ul style="list-style-type: none">• Scrum® PSM I. Professional Scrum Master I• FSEA M1 Certificate. To train adults
2020. CCP, PSPO I	<ul style="list-style-type: none">• CCP Certified Change Practitioner, certificate delivered by Prosci®, according to the ADKAR model• Scrum® PSPO I. Professional Scrum Product Owner I
2016. PMP & CBAP	<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">• Master's degree in biochemistry. Paris VII, Jussieu, France