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Gestion d'approvisionnement & Gestion des Opérations

I am a young 29 year old looking for a new job opportunity within a progressive company, where I can exploit my full potential while benefiting the organization.

Over 6 years' experience in project estimation and coordination. Skills developed in bilingual settings. Varied skills and expertise tailored to today's business requirements. Ability to plan, organize and coordinate implementation of projects.

I possess excellent analytical and problem solving skills with intellectual curiosity. I am a dynamic person with a tremendous sense of responsibility and leadership; team player, self-motivated and enthusiastic.

Work experience

Since
January 2011

I.T. Project Estimator

Mission: In charge of scoping and estimating client Infrastructure Technology projects (Tier-1) by determining client requirements, deliverables, delivery dates and any expectations the client would have in terms of the project objectives and needs.

Means: • Prepared accurate estimation of IT projects varying in both scope and costing complexity (between 10,000\$ to 100,000\$)

- Identified any limitations and constraints; cost limitations, hardware & software limitations, date constraints, inter dependencies with other projects, exclusions and inclusions, ensuring estimation accuracy
- Continuously interfaced with the client to clarify and qualify requirements, scope and nature of the project.
- Chaired meetings with technical subject matter experts, architects; involving them in brainstorming sessions to help outline detailed tasks and respective time to complete each activity
- Briefed project managers following client proposal sign-off to carry on the project management phase and officially kick-off the project
- Applied various estimating approaches for estimating time; bottom-up, top-down, comparative, parametric
- Dealt with different IT vendors; Dell, Microsoft, Bell to obtain quotes

April 2008
January 2011

Consultant - Telecom Coordinator

Mission: Responsible for coordinating imperative activities required to successfully implement voice service systems including access lines within the provided time frame and respective budget. My main duties were to:

- Means:** • work closely with project managers and telecommunications companies to facilitate changes on telephone lines and telecommunications equipment
- provide a consistent support on all project related matters while foreseeing and resolving any potential issues
 - carry out technical analysis while advising on cost saving possibilities to maximize customer service levels
 - develop methodologies, processes to measure and monitor outcomes related to coordination changes
 - make valuable recommendations in order to reduce the risks associated with the coordination and operational impacts
 - prepare documentation for team support and for knowledge transfer acceleration

April 2006
April 2008

Project Coordinator

IBM Canada

Mission: In charge of planning, scheduling and tracking IBM I.T. Projects (Desktop, Server and Application systems) activities as well as understanding customers requirements while monitoring and controlling every aspect of project objectives by ensuring all activities flowed efficiently and effectively. Along side the following responsibilities:

Means: • Coordinated tasks with other IBM partners and outside suppliers, while ensuring every undertaking was executed and performed flawlessly within the agreed deadlines; in line with the service level agreement

- Analyzed and documented critical work processes for transitional projects. Created documentation used to guide operational groups that included: scope of project, transition impacts and new process activity procedures to achieve consistent quality and viability in a operational process flow
- Advised client on desktop computing solutions, and played a key role in customer satisfaction for project requests, by detecting discrepancies while supplying related client feedback to other IBM service departments
- Provided valuable guidance and support in the implementation of an improved customer servicing system:
 - reducing service delivery lead-time by 20%
 - reducing backlog by 28% by introducing new work processes that supported short order life cycle

December 2003
April 2006

Customer Care Representative & Fidelity

Vidéotron

Mission: In a call center environment specializing in telephony, television and Internet services at a provincial level, providing quality service by satisfying customer needs. Dealing with irregular billing, negotiation and contract renewal, customer inquiries, product promotion, and this, while ensuring customer loyalty and customer retention.

- Means:** • Promoted and sold upgraded services to existing as well as potential new customers
- Established the urgency of the calls and took adequate actions to help clients in an effective, accurate as well as rapid manner
 - Developed and maintained positive customer relationships and goodwill
 - Assisted and supported Videotron clients with billing and service issues
 - Applied Videotron's high standards while maintaining above average benchmarking results

Diplomas and education

September 2003
May 2008

Concordia University

Bachelor of Commerce

Area of specialisation: Major in Operations Management and Minor in Finance

September 2000
June 2003

Champlain Regional College

College Education Diploma

Area of specialisation: Computer Science

September 1995
June 2000

La Magdeleine

High School Diploma

Computing skills

Software

- MS office (Word, Excel, Power Point, Access, MS Project)
- BCM Remedy IT service Management Software
- Remedy AR
- IBM SPSS

Languages

- Programming: C++, Java, Cobol, VB
- Operating Systems: Windows 1998, Windows 2000, Windows XP, Windows Vista, Unix, Linux

Additional information

I have a great capacity to rapidly assimilate and learn computer related systems, tools and software's

Language skills

French

Speaking competence: Fluent, **Written competence:** Fluent

English

Speaking competence: Fluent, **Written competence:** Fluent

Polish

Speaking competence: Fluent, **Written competence:** Intermediate

Various

Leisure

- Cinema, motorcycle, Camping, Travel, Construction and House Renovation

Sports

- Physical training
- Running: (5k, 10k, half marathon)
- In practice: Hockey, Soccer, Tennis, Skiing, Snowboarding