

THIERRY MARREC

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Address: Dublin, Ireland

Date of birth: May 5, 1983

Dynamic and enthusiastic **French IT engineer** looking for a contract as Business Analyst, Project Manager or other challenging position.

Online resume: www.thierrymarrec.fr/en

PROFESSIONAL EXPERIENCE

Business Analyst & French Customer Service Team Leader – AXA Life Europe
Insurance – Financial Services
February 2019 – February 2021 (24 months)
Dublin – Ireland

Mission related to the **outsourcing of IT and Customer Service**

As Team Leader of the French Customer Service:

- Management and recruitment of Customer Service Representatives
- Expertise and knowledge focal point for Team members
- Monitoring AML and compliance issues

As Business Analyst:

- Process mapping, data analysis and data cleaning
- Business requirements to extract data
- Tests and validations of outputs

Business Analyst – AXA Life Europe
Insurance – Financial Services
May 2018 – January 2019 (9 months)
Dublin – Ireland

Main project: **Risk Management Process Mapping**

- Analyzing business processes mostly linked to **Solvency II**
- Global process mapping with diagrams to describe workflows and architecture (for each process)
- Quick-win implemented: automated data quality checks (Access database)
- First insights about RPA and first drafts with the Actuarial Department

Project outcomes: Starting point to design new processes and to improve interactions with new providers/suppliers + training material for new comers

Business Analyst – SSE Airtricity
Energy
August 2017 – April 2018 (9 months)
Dublin – Ireland

Projects:

- **Marketing Automation:** Migration to Oracle Eloqua (detailed requirements and workshops with stakeholders and vendors)
- **Digital:** Scope and requirements to modernize the architecture of the customer website by using APIs/micro-services with a responsive front-end
- **GDPR:** solution to collect marketing preferences and profiling consents; requirements about database management

Business Analyst – AXA Life Invest
Insurance – Financial Services
February – July 2017 (6 months)
Dublin – Ireland

Main project: **OECD Common Reporting Standard**

- Business and technical requirements to develop the XML report
- Following-up and supporting the offshore development team
- Designing processes to update data, export report and correct mistakes

Success: **the XML report was ready 1 month before the initial deadline.**

Other projects:

- ✓ **GDPR:** requirements for data deletion/anonymisation of personal data
- ✓ Digitization of printed documents: migration to a secure file server

IT Project Manager – Banque Populaire Rives de Paris
Retail Banking
December 2015 – September 2016 (10 months)
Paris – France

Ensuring that complex IT projects solutions are delivered to quality, on time, within budget, and in line with company requirements

- Analyzing processes and designing optimized workflows
- Managing change and writing communication materials and reports

Projects:

- ✓ Regulatory & compliance: FATCA & CRS, limitation of employees' access
- ✓ IT infrastructure: evolution to a cloud infrastructure
- ✓ Digital: electronic signature, multichannel

Successes: **increase of the certification rate of customers (CRS), due diligence for High Value Accounts performed in time (CRS), help and advice to the team for the use of Excel and Teradata / SQL**

Consultant – Primeum
HR Consulting
October 2009 – March 2015
(5 years 6 months)
Paris – France

Outsourcing of incentive compensation for pharmaceutical companies & banks / insurances in France and Europe: Allianz, MSD (Merck), Pfizer, Daiichi-Sankyo, Schering-Plough (merge with MSD in 2009)

- Analyzing sales data, business processes and HR rules to design efficient incentive plans
- Calculating incentives for hundreds of employees and millions of euros with a "zero defect" quality target and strict deadlines

Co-Founder – Sagapo
Productions (web agency)
Internet
June 2006 – September 2009
(3 years 4 months)
Paris – France

- **Web development** and web design
- Managing company and 2 e-commerce shops
- Producing video for Alinéa (presentation of the kitchen collection 2008)
- Providing technical advice for EquiConcept (event management company)
- Customer relationship, pre-sales

Trainee – France 2
TV channel
April – September 2005
(6 months)
Paris – France

- 6-month technical internship in the IT department
- Auditing with **formalization of procedures** (on the model of ISO 9002)
- Developing an intranet application to monitor failures
- Participating in a knowledge management project

EDUCATION

Kahler Communication
France (2011)

Process Com training

Training in communication and management

EFREI (2003 – 2006)

Master's degree – Engineering School EFREI (Ecole Française d'Electronique et d'Informatique), Villejuif (located near Paris).

- Computer Science / Electronics / Telecommunications

Leconte de Lisle High
School (2001 – 2003)

Preparatory classes for engineering schools (PCSI-PSI), Saint Denis de la Réunion (France)

LANGUAGES

French: mother tongue / **English:** fluent / **German:** elementary knowledge

PROFESSIONAL SKILLS

Analytical skills & Project management

- Design and improvement of processes
- Ability to drive projects efficiently and with pragmatism
- Agile and waterfall methodologies, change management
- Ability to be multi-task, to plan and prioritize work and planning

Technical skills

- Programming languages: Java, JavaScript, PHP, SQL, HTML5 / XML, CSS3
- Databases: Access, MySQL, MongoDB (NoSQL)
- Development tools: Git (Bitbucket), SourceTree, Jira, Jenkins, Atom, Brackets
- Office: MS Office (Excel, PowerPoint, Word, Visio) & LibreOffice

Communication

- Ability to explain technical concepts in simple words
- Confident to interact with all levels of an organization

HR

- Incentive compensation management and theories of motivation

Commercial

- Customer relationship & presentation of commercial offers

OTHER SKILLS AND HOBBIES

- Economy & Finance (management of a stock portfolio)
- Traveling (Europe, Asia, Indian Ocean, Africa, Caribbean)