# Pierre-Olivier GUERIN
## DIGITAL PRODUCT/PROJECT MANAGER

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***WHY ME?***

*I have a **strong technical background** with a high attention to detail.*

*I have **excellent presentation/communication** skills.*

*I am a **team player** and available **immediately**.*

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## Work Experience

### Sr. Digital Product Manager @ *Restaurant Brands International* | *Zug (CH)*　　　2020 ⇨ 2022

Leading UX/UI, loyalty, CRM and online payments for all 3 brands (B2C) across EMEA in constant collaboration/alignment with NA and APAC regions; while continuously maintaining and improving all digital (e-commerce) channels (web, apps, kiosks)

Leading a team with various skills: designers (Figma, Photoshop, Illustrator); and tech engineers (React Js, HTML, CSS, GitHub)

Constant monitoring and improvement of all digital channels (using third party tools such as mParticle, Snowflake, Google Data Studio, Google Analytics, etc.) and active communication with internal stakeholders/customers (franchises companies)

Constant monitoring of customer satisfaction, app ratings, UX/UI improvements (through A/B testing) and social media listening

Quarterly reporting to upper management (in visually beautiful but meaningful deck) – supporting 2 digits growth

### Digital Project Manager @ *Johnson & Johnson* | *Solothurn (CH)*　　　2016 ⇨ 2020

Team leading and vendor management for various digital projects within the EMEA tech/digital team (center of excellence)

Coordination of multiple stakeholders (internal and 3rd party) within the MD business (Medical Devices) to align and execute on the harmonized omnichannel strategy (marketing managers, designers, developers, agencies), supportive of multiple products core goals

Tracking of multiple KPIs and real time data monitoring (initiative to build a Google Data Studio Dashboard now used regionally)

- *Agile SCRUM Master Training (J&J internal certification - 2 days training)*
- *FPX Project Leader Training (J&J internal certification - 2 months training with "real life" use case)*
- *Pegasus Development Program (9 months program – self-development, communication and strategic networking skills)*

### Digital Project Manager @ *Transdev* | *Chambéry (FR)*　　　2012 ⇨ 2016

Planning and delivery of key digital projects according to the defined digital strategy and global (updated) UX/UI Guidelines

- B2C e-commerce website (www.altibus.com) and B2B external booking modules
- complete redesign and digital transformation of the brand
- mobile apps (B2C & B2B) and RWD websites (mobile first responsive web design)
- Booking management system for internal clients and external partners (web version and Windows software)
- REST API developed from scratch – API used to establish cross-selling strategic partnerships with international tourism and transportation leaders (such as Voyages SNCF (VSC SNCF Connect), IDTGV, UK Tour Operators, etc.)

*Advanced Project Management (Transdev internal certification)*

### Web & Mobile Project Manager @ *Elephorm.com* | *Le Bourget du Lac (FR)*　　　2011 ⇨ 2012

Web & mobile project management (CMS: Drupal 6), video/audio editing, native mobile app development (iOS, Android)

### Founder/Entrepreneur @ *La Vie d'Après.com* | *Paris (FR)*　　　2008 ⇨ 2011

Strong experience as an entrepreneur/founder of a company

Building business and communication plans from scratch, in-house web development (PHP, Zend Framework), multiple fundraisings

Prospection for B2B partnerships with insurance companies (AXA, GAN, etc.)

### Web Project Manager (Consulting) @ *Altran* | *(Paris (FR)*　　　2009 ⇨ 2010

Web UX consultant @ OBS (Orange Business Services – French Telecom Leader)

Web project manager @ SFR (Vodafone – French Telecoms)

## Internships

**Web Project Manager (Intern)** @ *Mevia.fr* | *Paris (FR)*                    Jun. 2008 ⇨ Nov. 2009

Experience in a communication agency – very diverse projects and stakeholders – in charge of multiple accounts

*Accounts: Danone, Orange, Apple, Texas Instruments, Centre Pompidou Museum...*

**Junior Web Project Manager (Internship)** @ *Ogilvy / Senior Interactive* | *Bucharest (RO)*                    May 007 ⇨ Nov. 2008

Experience in a multi-cultural international environment (company based in Bucharest, Romania)

Web 2.0 Software development agency

*Clients: Orange RO, Philip Morris, Solvay, Heineken…*

## Education

**International Institute of Multimedia** (*IIM)* | *Paris La Défense (FR)*                    2003 ⇨ 2008

**Master's degree** (5 years post baccalaureate/abitur diploma) obtained with Honors (A)

Major: Web Project Management / 2D Design

Minor: 3D Modeling / Motion Design

**High School** @ *Lycée Blaise Pascal* | *Rouen (FR)*                    2001 ⇨ 2003

**Bac S** (Science/Mathematics) Mention "Bien" obtained with Honors (B)

Computer and Information Sciences "Baccalauréat"/Abitur

# Technical Skills

**Project Management**, User Interface (**UI**), User Experience (**UX**), Multiple Products Portfolio (**Marketplace**)

Vendor Management, **Roadmap/Backlog** Follow-up, **Agile Team Lead**, Dev/Design Background

Interactive Presentations, **SCRUM**, 3D modeling, **Motion Graphic Design**, Web/Responsive Mobile Design

**Wireframes**, Sketching, A/B testing, Adobe CS, Illustrator, Photoshop, XD, Figma, Big Query, Google Data Studio

SQL, CSS, PHP, **Customer Data Platform** (CDP), Snowflake, PowerBI, **Analytics**, Project Planning

Content Management System (CMS), **Product Management**, Video Editing, Assets Compliance Approval

IT Literate, **Training**, Requirements Builder, **Digital Brand Planning**, Social Media, Paid Ads…

# "Soft" Skills

Project Management, Vendor Management, **Team Lead**

Great at Gathering Feedback, **Open Minded, Change Manager**, Good Listener, **Great Presenter**

**Trainer**, Facilitator, **Mentor**, Digital Advocate, Fast Learner

# Hobbies

Former Scout (Volunteering), **Tennis**, **Hiking, Ski**, Photograph, Snorkeling

Active Member of Hünenberg "**Winterschwimmen**" Seeclub Association