ISMAEL DIB

Contact

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Soft Skills

- Teamwork
- Leadership
- Time Management
- Problem-solver
- Great communicator
- Autonomous

Hard Skills

- Microsoft Office 365
- Microsoft
- Microsoft Project
- Power BI, Qlik
- Sharepoint, One Drive
- MySQL
- Change,
- Abacus
- Monday, Planview
- Jira,
- Salesforce (SFCC)
- SAP HANA 4
- Sygnavio, Wireframe
- Miro, BPMN,
- Service Now
- Zephyr, TFS
- PIM : inRiver,
- Siebel
- Roadmap, User Story
- Sprint, UAT
- Waterfall, Safe,
- Agile, ITIL

Certifications

Prince 2 : 2015	Agile PM : 2016
ITIL 4 : 2020	Safe 5 : 2021
PMP : (2022)	PSPO 1 (2021)
PSM1 (2023)	

Languages

- French — C2
- Spanish — B2
- English — C1
- Arabic — B2

Education

- 2016: Skema Business School, Lille: Executive Master in Project and Program Management (MPP)

- 2010 - 2012 : IDRAC Business School, Lyon : Master in Marketing and Business Management (MGE)

Professionnal summary

IT Consultant with over 8 years' experience *in the energy, services, software and mobile development, healthcare and luxury sectors*. Specialized in *Information Technology (ICT), AI, Data Mining, Process Management, Big Data, Business Intelligence, Product Management, ERP and e-Commerce migration to SAP and Salesforce Commerce Cloud*. Demonstrated track record for achieving goals and building strong relationships. My achievements include:

✓ *The successful migration of an e-Commerce site to SAP with a 30% improvement in the user experience in 3 months schedule.*

✓ *The creation of a Business Intelligence dataviz app using Qliksense supporting decision makers.*

✓ *Effectively managed conflict resolution within a 7-member development team to ensure timely delivery of the project.*

Professionnal experiences

Gap Year: Middle East + Asia — 07/22 until Now

✓ *Travelled to Asia and Middle East to develop my intercultural perspectives,*

✓ *Passed my certifications (**PMI, SaFe, PSM, PSPO**)*

✓ *Improved my teaching skills by giving French lessons to 10 foreign students.*

Richemont (Cartier SA), Genève — 01/22 – 06/22

➢ **Digital Consultant (eCom) : *Adobe CQ5 migration* to *Salesforce Commerce Cloud (SFCC) & SAP*** (Taiwan market) : resulting in ***15% increase website loading speed***.

 ✓ Successfully upgraded the payment solution for the Japanese market, fostering secure and efficient transactions by ***+50% protection against fraud (OTP)***.

Globaz SA, Le Noirmont (Jura) — 05/21 – 11/21

➢ **Business Analyst / Product Owner :** Managed the AVS4 software development project, simplifying the processing procedures for the Cantonal compensation Offices.

 ✓ The software has been optimized to process data for ***DMS**, **the search engine (Elastic Search)*** for LPP, Affiliation and Membership by improving former critical functions.

Orange, Sophia Anpolis — 05/17 – 04/21

➢ ***Scrum Product Owner / Data Migration Manager :*** *Managed a **product portfolio** of predictive analysis solution which identify trend breaks, root causes of anomalies and fraudulent activities using **Machine Learning and Artifial Intelligence and migrated ITSM services for 350 key account customers - €35m***

 ✓ *Enabled the migration of development **APPs to Google Cloud Platform (GCP)** resulting in a **+50% improvement in application loads** and **more secure anonymised data***

 ✓ *Managed all Agile ceremonies from **Sprint Planning, Daily stand up (Daily Scrum), Sprint Review, Sprint Retrospective and Release Planning** resulting in team performance at **+25% velocity** per Sprint.*

 ✓ *Coordinated interfacing with the **Prometheus architecture** for effective monitoring and collection of metrics with **Subject Matter Experts (SME).***

 ✓ *Managed **budget envelopes per project (x15).***

 ✓ *Created a Qlik application to provide a comprehensive view of customer, order, revenue and product data by region (snapshot).*

 ✓ *Drafted a **detailed migration plan, documented by stream,** to enable the migration of future customer accounts by value service.*

 ✓ *This application facilitated the **successful transition of services and migration** of data for **350 international customers** in accordance with **ITIL4 principles**.*

 ✓ *Provided training on API usage based on **user rights management***

Schneider Electric - Paris — 03/16 – 02/17

➢ ***PMO*** *- "One Offer Data" program: Migration of product references (1 million) to a new PIM (inRiver) - Scope: 18 countries - €25 M – Agile methodology*

 ✓ *Managed JIRA User Stories, created the project documentation architecture on Confluence, communicated presentations on Sharepoint, managed and removed impediments via TFS tickets, managed UAT campaign*

 ✓ ***Trained newcomers** to projects and **tools (onboarding)***

 ✓ *Ensured compliance with security standards, including incident management in accordance with the **RGPD (ISO 27001).***

Dell - Belfast (Nothern Ireland)   11/14 – 10/15

➢ **IT Services Account Manager EMEA** - Integration of Datacenter and BYOD solutions
  ✓ DELL - Lead Generation, **+ 1.2M€ sales revenue performance**

Imperial Tobacco - Southampton (UK)   03/14 – 09/14

➢ **Web Platform Brand Manager** - "Ca Roule" project - Creation of a user platform for Imperial Tobacco 1 M.€ - Morocco, **+128K New followers in 6 month**

Année Sabbaque : European Union   07/12 – 12/13

➢ Period of transition to enrich my personal development and travel, mainly in Europe, to discover new cultures.

Alcatel Lucent - Sophia Anpolis   11/10 – 10/11

➢ **Product Manager API** : "Open Plug Studio" : Mobile API application development tool (AC3) developed on multiple mobile platforms. **+15,000 Users gained**

General Electric Healthcare, Paris   03/10 – 08/10

➢ **Business Manager Assistant:** Healthcare "End-of-Life Service" campaign: End of spare parts maintenance for radiology equipment: Scanners, MRIs (RF / ISO).
  ✓ **25% improvement in contractual retentions**

Career objective

Results-driven IT Consultant with a proven track record spanning over 8 years in diverse sectors such as energy, services, software, mobile development, healthcare, and luxury. Seeking a challenging position where my expertise in Information Technology (ICT), AI, Data Mining, Process Management, Big Data, Business Intelligence, Product Management, ERP, and e-Commerce migration to SAP and Salesforce Commerce Cloud can contribute to the success of innovative projects. Known for achieving goals and cultivating robust relationships, I aim to leverage my skills in project management, technology integration, and team leadership to drive efficient and impactful solutions for forward-thinking organizations.