

PROFILE & SKILLS

CORE SKILLS

- Digital Strategy
- Change Management
- Project Management & Team coordination
- Implementation of a plan in an international environment & NGOs
- Good research & analytical skills
- Ability to translate business needs into functional requirements
- Create support tools, documentations & guides
- Communicate at all levels of the organisation

NGO EXPERIENCES

- Croix Rouge genevoise
- ICRC
- Terre des Hommes
- Carrefour Rue
- Partage
- WWF
- Summit Foundation

PROFESSIONAL EXPERIENCE

EKAKIS SUISSE

2018-2019 | Change manager

- Change Management consulting for a digital project with **ICRC**
- Development of communications and coaching & resistance management plans
- Close collaboration with the client project team

SGS GROUP MANAGEMENT

2015-2018 | Change Management Lead

- Elaboration & execution of the change management strategy & plans
- Development & coordination of a change management team
- Coordination of the internal communication assets production with an external agency
- Production of internal communication plans & messages to support technical deployment
- Preparation of user guides and governance documentation
- Training assessment & coordination of online training package development (multilingual)
- Stakeholder engagement & management
- Conduction of training demos
- Close collaboration with technical teams
- Roll out of the change plan through webinars to the local change

Main achievements

- Developed & executed a change management plan aligned with the global deployment of Office 365 to 75'000 employees
- Built a self-training offer to support the deployment of customised Office 365 features
- Created communication and training plans & material to support the launch of the new global company

2012-2018 | Global CSR Community & Communication Officer

- Research & assessment of organisations to identify community needs & opportunities
- Launch of an internal survey to gauge interest in volunteering activities
- Elaboration of a portfolio of initiatives in collaboration with external partners
- Elaboration of a volunteering programme proposal for management approval
- Management of all communication & execution of the community & volunteering activities
- Initiatives impact reporting
- Production of community guidelines & support to local SGS operations.

Main achievements:

- Initiated and executed an employee volunteering programme aligned with SGS sustainability strategy in partnership with **Croix Rouge genevoise, Carrefour Rue, Partage, Summit Foundation & WWF**
- Coordinated the setup of a microcredit project to benefit young entrepreneurs in Calcutta in partnership with **Terre des Hommes**
- Organised in-house community activities to support NGO beneficiaries (Books, toys & used mobile phones collections and fundraising) in partnership with **Croix Rouge genevoise, Terre des Hommes and ONG AVEC**
- Elaborated SGS Group Community guidelines to provide local SGS operations with a framework to develop their community activities

2006-2014 | Online Communication Project Manager / SGS.COM

- Internal needs gathering & analysis for business case purposes
- Elaboration of project charter & functional requirements
- Development & execution of project plans, activities and processes
- Creation of project management tools
- Elaboration of RFPs & management of bidding processes with external providers
- Preparation & and conduction of formal project presentations with SGS executive board
- Coordination of multicultural project teams
- Management of stakeholder engagement
- Elaboration of governance models and guidelines

Main achievements

- Managed the implementation of a global email marketing platform for SGS operations
- Initiated and led a global project to renew SGS online presence (B2B global & local marketing websites)
- Set up, trained and managed a digital marketing team located offshore

2004-2009 | Digital Strategy

- Defining & implementing the group digital strategy, processes and methodology to optimise the company websites and online marketin presence

2001-2006 | Internet / Intranet Coordinator

TRADEWINDS SOLUTIONS SA

2000-2001 | Web Designer

CATERPILLAR SÀRL

1997-1999 | Marketing Trainee

EDUCATION

1995: M. A. International Affairs – George Washington University, Washington DC, USA

1993: B.A. Business Administration – European University (EU Business School), Geneva, Switzerland

1989: Cambridge Advanced Certificate (CAE), UK.

CERTIFICATION

2018 : PMP Certification

2018 : 10 Golden rules for designing successful development projects – *Graduate Institute, Geneva*

2013 : Project Management L2: Managing international projects – *CEGOS*

LANGUAGE & IT SKILLS

French: Mother tongue

English: C1 level (Based on the Common European Framework of Reference for Languages)

IT skills: Office 365, Smartsheet, Skype, Webex, SurveyMonkey, Brainshark, Salesforce Marketing Cloud, WebTrends, Microsoft Power BI, Sharepoint, Livelink
Some knowledge of the PROSCI methodology



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