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Senior Salesforce Project Manager | PMO

• Execution Governance • International & Regulated Programs

PROFILE

Senior freelance consultant with 17+ years in digital transformation, including 9+ years on Salesforce. Hybrid PM/PMO profile combining delivery leadership and execution governance to secure complex multi-stakeholder, multi-country programs; often in regulated, quality-driven environments (healthcare/pharma, compliance, high criticality).

CORE VALUE

- Securing execution and delivery reliability: governance frameworks, milestones, risks, dependencies, releases, and go/no-go decisions.
- Enabling value-driven decision-making: priorities, trade-offs, business, operational, and regulatory impacts.
- Orchestrating stakeholders in complex ecosystems: Business–IT–vendors alignment, role clarity and controlled execution dynamics.

KEY SKILLS

- **Salesforce program & project management** (Sales, Service, Marketing Cloud, FSL, Veeva, Pitcher)
- **Agile delivery** (Scrum, releases, UAT, multi-country rollouts)
- **PMO & execution governance**: planning, budget, risks, dependencies, steering committees, executive reporting
- **Change management**: scoping, workshops, training, adoption
- **Data & integration**: enterprise architecture, interfaces, data quality (BI foundation)

EDUCATION - CERTIFICATION - LANGUAGE

Education

- **Master's Degree in Management of Information Systems** (MAGE), specialization in BI – Polytech Lyon
- 2007 – **Bachelor's Degree in Computer Science**, specialization in Computer Networks

Certification

- Salesforce Administrator (ADM 201)
- Salesforce Business Analyst
- Professional Scrum Master I
- TOEIC

Language

- French (native)
- English (professional)
- Italian (professional)

KEY REFERENCES

- **Danone** – Global Salesforce Program (PMO / Release & Execution Lead)
- **Schneider Electric** – Salesforce Project Manager (53+ country rollout, post-acquisition)
- **Groupe SEB** – Agile Project Manager: S/4HANA, Service Cloud / FSM & BI
- **bioMérieux** – Salesforce Program (40+ subsidiaries) • **Boehringer** – CRM BA (Veeva Salesforce)

KEY EXPERIENCE SUMMARY

Danone (2024–2025) — Global Salesforce PMO / Release & Execution Lead

- Execution governance for a multi-CBU international Salesforce CRM program in a regulated environment

- Release structuring and control: backlog readiness, governance rituals, steering committees, executive reporting and go/no-go decisions.
- Orchestration of Business, IT, and vendor (Pitcher) stakeholders to secure delivery reliability and adoption.

Schneider Electric (2023–2024) —Salesforce Project Manager / Global Rollout Program

- Post-acquisition Salesforce migration and international rollout across 53+ countries.
- Management of UAT, data migration, and cutover activities, with wave-based deployments under local regulatory constraints.
- Change management support, including training, stabilization, and transition to operational teams.n.

Groupe SEB (2021–2022) — Project Manager / Agile Delivery & Cross-System Coordination

- Agile delivery coordination across SAP S/4HANA, Salesforce Service Cloud, and BI (Qlik Sense).
- Scrum-based project steering: planning, rituals, risk, and dependency management.
- Deployment support, documentation, user training, and continuous improvement.

ABDR / Koesio (2019–2020) — Salesforce Project Manager & BI Solutions Lead

- Delivery of Salesforce Sales & Service Cloud solutions integrated with Sage financial systems.
- Business workshops, configuration, testing, deployment, and financial BI reporting.
- Pre-sales support, including scoping, cost estimation, and solution demonstrations.

Boehringer Ingelheim (2018–2019) — CRM Program Consultant / International Coordination

- CRM migration from Microsoft Dynamics to Veeva Salesforce in a pharmaceutical, regulated context.
- UAT governance: planning, progress tracking, incident management, and cross-team coordination.
- Quality and compliance follow-up, documentation, and handover to international teams.

bioMérieux (2017–2018) —Salesforce Program Manager (Regulated International Program)

- International Salesforce CRM deployment (Sales, Service, Marketing Cloud) across 40+ subsidiaries.
- Multi-country planning, resource coordination, and risk management in a regulated healthcare environment.
- Data integration and reporting structuring to support controlled and compliant rollouts.

ADDITIONAL EXPERIENCE

- **SOMFY (2021)** – Salesforce Project Manager: Salesforce design and implementation, interface management (SAP, Magento, Zilliant), and multi-stakeholder coordination.
- **bioMérieux (2017)** – Business Intelligence Engineer: Data interfaces (SAP → Salesforce) and data warehouse feeding and structuring.
- **Groupe PSIH (2017)** – Business Intelligence Engineer: Data warehouse architecture, HL7/HPRIM data flows, ELT processes, reporting, and continuous integration.
- **Casino Group (2016)** – Business Intelligence Consultant: Microsoft BI (SSIS/SSRS) solutions for transportation data marts.
- **Globe Group (Italy, 2010–2014)** – IT Systems & Network Administrator: IT infrastructure operations and IT project delivery in Agile environments.
- **Seat Pagine Gialle (Italy,2008-2010)** – Sales Manager: Consultative sales, strategic client portfolio management, and large accounts development.
- **TR Fastening (Italy, 2007–2008)** – IT Operations Technician: Infrastructure and network support in an industrial environment.

TECHNICAL ENVIRONMENTS – SUMMARY

- **Salesforce:** Sales Cloud, Service Cloud, Marketing Cloud, Field Service (FSL), CTI, CPQ; Veeva; Pitcher CRM.
- **Delivery & Collaboration Tools:** Jira, Smartsheet, Microsoft Teams, SharePoint, Trello, MS Project, Google Forms.
- **Data & BI:** SSIS, Talend, DataStage, Qlik (Qlik Sense / QlikView), IBM Cognos, ReportOne.
- **Databases & Systems:** SQL Server, PostgreSQL, Oracle; SAP (FICO / SD); Sage 100.
- **Other Tools:** Salesforce Workbench, Salesforce Inspector, Data Loader; OpenText (LiveLink); TrackWise.