

Jérôme Didot

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Advisory services in the management of business Coaching in resources and potential development

CORE COMPETENCIES

Customer Service	Concerned with meeting client needs with empathy and professionalism .
Organizational	Proactive and solution focused in fast-paced decision-making situations.
Interpersonal	Able to establish and foster collaborative relationships in teamwork .
Managerial	Committed to assistance, guidance, coaching on professional issues.
Computer skills	Proficient with computer software under Windows / MacOS environments.
Linguistic	Ability to communicate in French and business English in oral and written forms.
Legal	Comfortable in the understanding of government and labour structures .

WORK EXPERIENCE

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- Consultant in operational process management** for consulting client *Saint-Gobain* **2008**
Participate in the **integration of reporting systems** making a census of **96 000 executives**
- Define the whole **application service** in accordance with **corporate HR policies**
 - Design **appropriate global instructions** and **understandable best practices**
 - Facilitate the well **acceptance of new procedures** among employees
- CSC consulting firm (Paris, La Défense - France) www.csc.com
- Coordinator and manager for the transfer of assets** between European affiliates **2007**
Manage the **transfer of 50 000 assets, saving €12 million** of capital investment
- Provide a **regular and exhaustive follow-up** for contractual dealings
 - **Optimize flows** by investigating **open and dead stock** in facilities
 - Foster **collaborative and sustainable partnership** with third-parties
- Air Liquide* industrial company (Paris, La Défense - France) www.airliquide.com
- AppleCare technical and commercial agent** within a multicultural team of 20 persons **2006**
Guarantee a **qualitative phone support** by means of **Peoplesoft ERP tools**
- **Identify and troubleshoot technical issues** by phone or on the Internet
 - Participate in the pursuit of **sustainable results** via **roundtables** and **workshops**
 - **Follow-up business activities** through **on-the-job training** and **mentoring sessions**
 - Recommend **process improvements** in order to **improve quality of customer service**
- Apple Computer* computing company (Cork - Ireland) www.apple.com

OTHER EXPERIENCES

- Graphic web designer and HTML/Flash developer** **2005**
Supervise the **publication of weekly topical articles** on Irish websites
Guinness Enterprise Business Center (Dublin - Ireland) www.guinness-enterprisectr.com
- Sales counselor responsible for merchandising** in domestic supply **2005**
In charge of **customer greeting**, sale **counseling**, **cashing** goods, **logistics** for products
Pier Import Store (Nancy - France) www.pierimport.fr
- Sales counselor** in the department **micro computing**, **image** and **sound** **2004**
In charge of **customer greeting**, sale **counseling**, **logistics** for high-technology products
E. Leclerc shopping center (Nancy - France) www.e-leclerc.com
- Assistant** in the **management of banking transactions** and **information technology security** **2003**
Participate to the **regulation** of daily worldwide **interbank transactions** using **SWIFT** services
- Initiate **back-office reports** for the **maintenance and monitoring** of the **fleet of backup servers** **2002**
Société Générale banking institution (Paris - France) www.societegenerale.fr

EDUCATION

- International Master's Degree in business administration (MBA)** **2008**
Postgraduate higher education in Economy - 2 years of a private school degree course 2006-08
Concentration in **modern ethical leadership and management of human resources**
INSEEC Business School - a leading private education organization (Paris, France)
Realizations : - **Thesis** : "**Employee empowerment, a sustainable method for ethical change**"
- **Career Blog** : <http://jeromedidot.blogspot.com>
- **Website** : <http://jerome.didot.free.fr>
- Bachelor's Degree in Engineering, Commerce and Marketing of Technologies** **2005**
Postgraduate higher education - 1 year of a university degree course 2004-05
Institut Universitaire Technologique de Nancy Brabois (Nancy, France)
- Associate's Degree in IT services, Communication and Multimedia Technologies** **2004**
Postgraduate higher education - 2 years of a university degree course 2002-04
Institut Universitaire Technologique de Saint-Dié des Vosges (Saint-Dié, France)
- General Certificate of Education Advanced Level in Engineer's Science** **2001**

COMPUTER SKILLS

Apple : Mac OS9 , OSX / Microsoft : Windows 95 , 98 , 2000 , XP **O.S. Software**
MS Office (Word , Excel , PowerPoint , Access), PeopleSoft (CRM , HRM , ePerf) **Office**
Photoshop , Illustrator , Flash , Première , Director , Lotus Notes , Blue Pumpkin **Design**

COMMUNITY INVOLVEMENT

President of a 60 members' sportive association for students in 2003 **Associative life**
Theatrical performer and director of a 15 actors' student play in 2003/04 **Artistic activities**
Macro photography, sketch drawing, miniature painting, contemporary literature **Leisure/Crafts**
Running, badminton, swimming, volleyball, climbing, basketball **Sports**