



Gwennaël Bessard du Parc

Project Leader



44 years old
- Driving License
- Strasbourg (67000)
France

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I have been working in the IT field for 11 years, more recently focussing on Salesforce software and on Odoo the last year.
I am now looking for an international opportunity as a project leader specialising in the implementation and improvement of CRM systems.

Sport (jogging and kitesurfing) is necessary for my life and allows me to take the necessary step back.

EXPERIENCES

Leader ERP and CRM

2CRSi - December 2018 to April 2025 - Full-time -
Strasbourg - France



Project Leader Salesforce

blue-infinity Linked by Isobar - September 2018 to
December 2018 - Full-time - Lausanne - Switzerland



- ▶ Workshop organization and lead
- ▶ Budget and resource tracking
- ▶ Identify and specify needs
- ▶ Planning and Project Management
- ▶ Integration :
 - ▶ Salesforce Commerce Cloud
 - ▶ Salesforce Sales & Services
 - ▶ Salesforce Marketing
 - ▶ Oracle

Project Leader CRM (Salesforce and other)

Fromagerie Bel - April 2017 to August 2018 - Full-time -
Paris - France



- ▶ Post Go Live support for .Net solution
Product owner for a .NET software (800 users)
- ▶ Design and implementation of sales processes at BEL for industrial users (Salesforce)
- ▶ RGDP analysis for the Salesforce platform at Bel
- ▶ Study and test migration to Win10 for other CRM applications
- ▶ Identify and Provide Reporting KPI

Salesforce Project Manager

Fromagerie Bel - March 2016 to April 2017 - Full-time -
Paris - France



- ▶ Deployment of Core Model for Customer Care
- ▶ Leading :
 - ▶ Workshop
 - ▶ COPIL
 - ▶ Support Committee
- ▶ Writing technical and functional documentation
- ▶ Identify and specify new needs

INTERESTS

Hobbies

- ▶ Newspapers economy and computing
- ▶ Charity association
www.courirpouruneBELcause.org

Sport - Various

- ▶ Kite-Surf
- ▶ Sailing (teacher between 1999 and 2002)
<https://internationaldragonsailing.net/>
- ▶ Ski
- ▶ Pastry
- ▶ Running

SKILLS

Odoo

- ▶ Project Manager ★★★★★
- ▶ Consultant Odoo ★★★★★☆

Salesforce

- ▶ Consultant Salesforce ★★★★★☆
- ▶ Salesforce Administrator ★★★★★☆
- ▶ Change Management ★★★★★☆
- ▶ Configuration Management ★★★★★☆
- ▶ Salesforce Implementation ★★★★★☆

SAP

- ▶ Configuration Management ★★★★★☆
- ▶ Transport Management ★★★★★☆
- ▶ Autorisation and profiles Management ★★★★★☆
- ▶ REV TRAC Implementation ★★★★★☆

Languages

- ▶ French ★★★★★★
- ▶ English ★★★★★☆

- Implementation of Key Features of Service Cloud
 - Case Queues and views
 - Site
 - Email service & Email To Case
 - Dynamic Body & Quick Text
 - Omni Channel
 - Multi lingual Application
- Following and Testing developments
- Advanced Customization in Salesforce
- Planing and Project Management
- Preparation and facilitation of workshops with users and pilot countries to collect their needs (Canada, Portugal, Germany, England, France)
- Organization of Test Plan and Users Training
- Deployment and assistance in production GO/Post Go Live
- Identify and Provide Reporting KPI

Project Leader

Fromagerie Bel - February 2015 to 2016 - Full-time - Paris - France



- Study and choice of a solution (software editor, Bel Architect...)
- Set up of Nielsen in Remote App
- Serveur Migration on Virtual Machine
- Change Management for the new solution (70 users)
- Writing technical and functional documentation
- Post Golive Assistance on Salesforce Solution (support for correction and evolution needs)

Configuration Manager SAP

Fromagerie Bel - October 2010 to February 2015 - Full-time - Paris



- Project Manager: Choosing, Implementing and Setting Up an SAP Transport Management Tool (REV TRAC)
- Implementation of a global project planning grouping our different platforms (SAP, Salesforce, Manugistics)
- Privileged interlocutor and facilitator between administrators, outsourcer, and functionals
- Implementation and configuration of an SAP data management tool (DataSyncManager)
- warrantor the cohesion of the environments

Salesforce Configuration manager

Bel - April 2012 to 2013 - Full-time - Paris - France



- Writing technical and functional specifications
- IT architecture definition and procedures
- Deployment and release

Non Salaried Manager

DTPARC - Since January 2005 - Freelancer - Paris



- IT Consulting
- IT installation
- Training and user support
- Technological Scanning
- Definition and implementation of system architecture.
- Realization and monitoring of tenders for the purchase of software and hardware.
- Definition of needs, recommendation and implementation of Backup strategy
- Host mail and website

EDUCATION

Salesforce Certified

Administrator (SU18-ADM201)

SALESFORCE

Since September 2018

Salesforce Certified Administrator

Professional Scrum Developer I (PSD I)

SCRUM.ORG

Since April 2018

PROFESSIONAL SCRUM DEVELOPER™

The Professional Scrum Developer Assessment is structured to validate and certify your knowledge of the practices and techniques that support building complex software as a member of a Scrum Team and ability to apply that knowledge.

Traihead (34 badges)

SALESFORCE

Since December 2016

<https://trailhead.salesforce.com/fr/users/profiles/005500000061bvUAAS>

Scrum

September 2017

Agile training in Hackaton format at DSI seminar

ADM940 SAP

CAPGEMINI

2009

ADM940 Authorization Concept for SAP

ADM100 SAP

SAP

2008

ADM100 System Administration for SAP

Master 2 Computer Engineering

EPSI - ECOLE PRIVÉE DES SCIENCES INFORMATIQUES (BORDEAUX)

September 2003 to 2006

Expert in computer and information systems

BTS Computer Management

ECOLE BORDEAUX CAMPUS DE BISSY

September 2001 to 2003

Application developer option

- › Creation and evolution websites

SAP Solution Consistency Control



Capgemini - October 2006 to 2010 - Full-time - Paris

- › Implementation of the SAP R / 3 solution on all Bel Group supply chain functions (MM, SD, WM, FI, CO-PA, APO, PP, BW).
- › Responsible for SAP configuration management.
- › Transport Manager for SAP: planning, coordination, implementation and monitoring.
- › Identification of the impacts of new deployments on countries already started.
- › Management of the environments: guarantor of the system landscape, realization of the schedules of update and / or creation of the environments, coordination, follow-up of the execution.
- › Supervision of SAP Roll Out (cut over, go-live, post go live support ...).
- › Training of project teams in the use of system landscapes.
- › Implementation of procedures and documentation of environment management (best practices etc ..).
- › Participation in the setting up of the system landscape and its evolution.
- › Authorization Management on SAP.

Industrialization process with India



Capgemini - March 2006 to 2006 - Full-time - Paris

- › Implementation of the industrialization of SAP translations.
- › Analysis and improvement of transactions, queries and programs under SAP.

Internship



Dataswift - 2002 - Internship - Neuilly sur Seine - France

- › Creation and translation of Serveur Documentations.
- › Creation of a prospecting file.