Marie RICCI

KEY ACCOUNT MANAGER

Key account manager, developing business and partnerships with my customer. Program & Project Manager with over 10 years of experience in software development and full life cycle processes.

CONTACT

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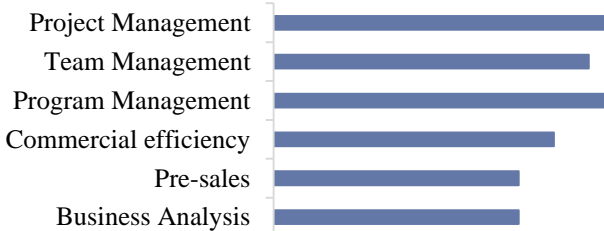Email   : marie_ricci@yahoo.com
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French driver's license type B

LANGUAGES

French   ■ ■ ■ ■ ■ ■ ■
English ■ ■ ■ ■ ■ ■ ☐
Spanish ■ ☐ ☐ ☐ ☐ ☐ ☐

SKILLS

- Project Management
- Team Management
- Program Management
- Commercial efficiency
- Pre-sales
- Business Analysis

EDUCATION

1996-1998 UNIVERSITÉ LAVAL – QUÉBEC, QC, CANADA
Computer Sciences, Bachelor's degree

1994-1995 UNIVERSITÉ DE MONTPELLIER, FRANCE
Electronic Engineering, DUT (Associate)

1992-1994 UNIVERSITÉ GRENOBLE II, FRANCE
Computer Sciences & Electronics, DUT (Associate)

EXPERIENCE

2014 — TODAY | KEY ACCOUNT MANAGER | HARDIS GROUP – SEYSSINET-PARISET, FRANCE

Customer: Schneider-Electric (all business units, France and World)
- Setting up a strategy for key account customers with respect to HARDIS GROUP global strategy.
- Develop the relationships with Schneider Electric.
- Prescribe the full scope of capabilities from HARDIS GROUP, with a focus on business solution approach and customer satisfaction objectives.
- Be the customer ambassador & primarily contact with HARDIS GROUP.

2011 — 2014 | PROJECT MANAGER | HARDIS GROUP – SEYSSINET-PARISET, FRANCE

November 2012 - January 2015
Program Management Officer
Customer: Schneider Electric (IPO CE)
- PRM program (Partner Relationship Management) - Execution, Incubation, Deployment phases
- Customer Nurturing Program - Definition phase

Responsibilities:
- Standardization of all phases of the program based on Schneider IPO standards
- Information, documentation and deliverable follow-up
- Team and program management
- Communication toward various management levels

February 2011 - February 2013
Project Manager Supervision on the CTX project
Customer: Groupe Mutuel, Switzerland
- Follow-up and overseeing on activities for the CTX project
- Manage a team from 5 to 9 developers, architects and analysts
- Identify and manage risk by anticipating barriers to project success
- Realize all planning activities and mitigation as needed
- Review and size Change Requests, analyzing impact on schedule, resource and cost
- Acquire human resources to satisfy project demands and delegate duties to project team members
- Represent project team during leadership project reviews
- Communicate with the project board, customer and other key stakeholders as appropriate.

2010 | PROJECT MANAGEMENT OFFICER | EUROMASTER – MONTBONNOT ST MARTIN, FRANCE

CITY Program
- General project management
- Standardization and Industrialization of all phases of the program
- Documentation and deliverables follow-up and management

2008 —2010 | PROJECT MANAGER | APX – ECHIROLLES, FRANCE

Customer: Schneider-Electric (Global Marketing)
- Deployment of the OPS application (Offer Presentation System) in the business lines (France and other countries).
- Publication of the Schneider Electric product offer on the web.
- Brand migration of the marketing offers to the Schneider Electric brand.
- Change management with the users
- Process management in phase with the OCP methods used in the group

2005 - 2008 | INTEGRATION ENGINEER & SOFTWARE DEVELOPER | AMADEUS – SOPHIA-ANTIPOLIS, FRANCE

2008: Product and Tools Integration
- Responsible for products integration.
- Support to development, program management, testing and operation teams to optimize efficiency
- "Amadeus UK Rail":
    - Responsible for the integration of the UK Rail product.
    - Detached to help the "UK Rail" project manager coordinate the activities and manage the phases of the project.

2006 – 2007: Agency User Experience
- "Amadeus UK Rail": developing pages and insuring the convergence toward Amadeus standard technologies.
- "Amadeus Hotel Plus": developed the application toward travel agents. Evaluated the planning and the resources for the UI part in the initial phase.

2005 – 2006: eRetail User Experience
- Supported and developed the "Amadeus Agency Internet Engine": entry level product for travel agencies
- Supported and developed the "Amadeus Store Designer": all versions during production and pre-production cycles.

2002 - 2004 | SALES CONSULTANT | ORACLE CORPORATION – RESTON, VA, USA

- Supported the OracleDirect GEH sales team through presentations, hands-on demonstrations, and benchmarks; provisioning of support throughout the sales cycle.
- Specialized in the Oracle Application server. Supports the "Oracle Application Server Specialists" sales team to provide them with all collateral, competitive information and demonstrations.
- Managed multiple engagements with the iDirect team in India to develop POC (Proof of Concept) and demonstrations in order to showcase customer's solutions using Oracle products.
- Taught internal technical classes to other sales consultants and conducted training to various Oracle staff.
- Mentored Oracle Internet Response representatives. Led them through the multiple Oracle products in order to train them for sales position.
- Coded and Supported internal applications to support sales effort and management (training application, "SC Central" Portal)
- Architected and managed the department's Oracle 10g Application Server

BEFORE 2002: FULL DETAILED EXPERIENCE IS AVAILABLE ON LINKEDIN @
https://www.linkedin.com/in/marieicci

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