Jean-Christophe CHENIS

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Current Role	**Senior IT Project Manager / BI lead Romandie** **@ PwC Consulting (Geneva)**

Career Objective

To head a managing function in BI/IT department, facing new challenges and expanding know-how

Executive Summary

- ✓ More than 12 years' experience within leading Consulting companies (Accenture, Capgemini, PwC)
- ✓ Strong experience in Banking, Telecom, Retail and International Organizations
- ✓ Senior BI Architect, successfully designed and delivered major BI projects, lead BI PwC Romandie
- ✓ Expert in Information Management, Business Intelligence, Data Management, Integration, Reporting
- ✓ Hands-on expertise on major BI technologies (Microsoft, Oracle, IBM, SAP)
- ✓ Excellent IT Project Management skills. Proven ability to lead and manage broad teams in various challenging situations with excellent communication, negotiating, and presentation skills.
- ✓ Ability to interface across business and IT functions, work in a multi-cultural and fast-paced environment
- ✓ Speaker at the BI Swiss Forum 2013 and Digital Trust 2013 (Security Analytics using Big Data)
- ✓ Passionate, curious, flexible, team-player, result-oriented, analytical, problem solving

Main Skills and Expertise

Retail	• Digital Marketing, Social Media, Web analytics, SEM/SEO • Customer Experience, acquisition, loyalty and advocacy • E-commerce strategy and platforms
Telecom	• Usage and Traffic analysis (Mobile, Fix, Data) for B2B and B2C • Sales and Finance, Billing & Invoicing (Pre-Paid, Post-Paid) • Customer Lifetime Value, Loyalty & Churn Mgt., analytical CRM
Financial Services	• Private Banking, Retail banking, regulatory (Basel II) • Credit Risk Mgt. (Collateral Mgt., Counterparty risk, Exposure, LTV) • Securities Referential, Master Data
Project Management	• Senior Project Manager on large IT Programs, including offshore delivery model • Team management, coaching role, leadership through quality • Software Delivery Lifecycle, Agile, Scrum, CMMI
Business Intelligence	• Reporting, dashboards, KPIS and Analytics • Data Warehouse, Datamart, ODS,OLTP, OLAP cubes, Big Data/Hadoop • Master Data, Data Governance, Taxonomy, Data Modeling, Data Quality • ETL, Data Integration, SOA
Architecture & Solution Design	• Senior Architect (Business Arch., Application Arch., Technical Arch.) • Business Analysis, Requirements, SWOT and gap analysis, Functional Design • Application Design, database design and modeling (dimensional, 3NF, OLAP)
Technologies	• Database: MS SQL Server, Oracle, Teradata, Microsoft Analysis Services, SAP BW • ETL: MS SSIS, Informatica, Datastage, Oracle Data Integrator • Reporting: Business Objects, MS Reporting Servicers (SSRS), Qlikview • Programming languages: .Net, C#, ASP.Net, Java, OLAP/MDX, SQL

Education & Languages

2000	■ Post-graduate degree in "Information Systems/IT Project Management" from leading French business school HEC and engineer school "Mines ParisTech" (www.msit.org)
1999	■ Engineer's degree in "Information Systems", ENSAM ParisTech (www.ensam.fr)
Languages	■ English (business fluent), French (native), German (basic)

Professional Experiences

Since April 2012	**PWC CONSULTING (GENEVA)** **SENIOR IT PROJECT MANAGER –BI LEAD ROMANDIE**

Food and Beverage company – Digital Marketing (Vevey, Switzerland)

Trainer

- Successfully delivered training to 50+ CRM & Digital Managers, on digital media management (web, mobile, social), improvement of digital investments, brand awareness, customer Acquisition and Advocacy on Social Media

Pharmaceutical Company – IT Cost efficiency (Basel, Switzerland)

Business Analyst

- As part of a major IT Transformation Program, reduced technology expense by 50% while leveraging a new lean dynamics resourcing strategy and rationalization of IT application landscape (2000+ apps)

International Organization – Knowledge Management (Geneva, Switzerland)

Business Analyst

- Implemented an enterprise-wide portal, based on Oracle Fusion Middleware 11g, to support Knowledge and Content Management practices.

International Organization – Architecture review (Geneva, Switzerland)

Architect

- Developed recommendations across business processes, information architecture, application architecture and infrastructure to meet high-end requirements on availability, performance, scalability, data security, DDos resilience.

2007 / 2012	**ACCENTURE CONSULTING (PARIS)** **PROJECT MANAGER**

Tire Manufacturer - Enterprise Data Warehouse (FR, India)

BI Architect, data modeler, Technical Manager

Led the design and development of a global BI solution, on a master data model in the domains of Supply Chain, Marketing & Sales and Finance:
- Led the onshore technical team (10 pers.) and coordination with the offshore team (40 pers.);
- Solution design, application architecture, delivery of the technical solution, data architecture, data model (dimensional), release management.

Banking Group - Enterprise data warehouse (UK)

BI architect, Functional Manager

In the context of a major 5-year Mortgage Integration Program (merge & acquisition), successfully managed the functional team (25 pers.):
- Management of the functional scope, stakeholders expectations, effort & budget (2M GBP);
- Delivery of the functional specifications, architecture, definition of a unified enterprise data model based on Teradata Financial Services Logical Data Model (FS LDM), definition of the to-be organization and governance model, data management process.

Banking Group - Master Data Strategy (FR)

MDM Architect

Established an enterprise-wide technology vision on Master Data:
- Assessment of current Master Data (MDM) situation, drive interview of key stakeholders (+40), gathering business requirements;
- Definition of a to-be architecture, governance process, selection of MDM solutions;
- Definition of the business case, impacts on organization, presentation to stakeholders and definition of a 5-year implementation plan.

Private Banking Group - Credit Risk Management (FR, India)

Solution Architect

Supervised the development of a company-wide solution to manage global and local Credit Risk:
- Design of the Solution Architecture: Infrastructure, selection of technologies, Application Architecture (MS SQL stack), Information Model, Security and Performance best practices;
- Onshore-offshore coordinator, including Management in Bangalore of the offshore development team;
- Delivery of the solution, incl. Release Mgt., Test Mgt. & Automation (HP Test Director Quality Center), Performance Testing, Security Audit, deployment over 10 national entities.

International Humanitarian Organization – Integrated Project Management System (Geneva, Switzerland)

Project Manager, Business Analyst

Developed the opportunity of using an integrated/consistent Project Management Methodology and Systems across the whole Organization:
- Assessment of business process, requirements and tools developed by the British Entity and its reusability for the other national entities;
- Definition of the scenarios, pros and cons, benefits and costs as well as recommendations.

Telecom operator - Enterprise Data warehouse guidelines (BE)

BI Architect

Developed Architectural principles for the Enterprise Data warehouse:
- Definition of the technical guidelines for Surrogate Key Mgt., SCD, Data Quality, Error handling, auditability, data privacy and security, performance and scalability.

Telecom operator –Customer Analytics (BE)

Project Manager

Developed the analytical CRM requirements on customer centricity (with a focus on B2C-Postpaid):
- Improved customer churn model, customer rating, identification of customer at risk, improved customer value model (actual/potential/future), preference modeling, sentiment analysis score, tariff engine, Next Best Action;
- Prioritization of requirements and development of an implementation roadmap.

Telecom operator - Middle Market datamart (FR)

BI Architect, Business Analyst

Designed a solution to increase knowledge of Middle Market customers:
- Developing business requirements, high-level design of the solution, information model, development of a business case and a 2-year implementation roadmap.

2004 / 2007	**CAPGEMINI (PARIS)** **BI PROJECT MANAGER**

Telecom Operator – B2C Sales and Finance datamart (FR)

BI Architect, Project Manager

Successfully delivered a BI solution to monitor Sales and Finance KPIs (B2C mobile traffic):
- Project Mgt. (+10 pers.), budget & contract Mgt., definition of Service Level Agreement;
- Increased client satisfaction by 150% (compared to previous project manager);
- Compliance with Service Level Agreement (100% on-time, on-budget, on-quality).
- Architecture, Design, database design (dimensional, OLAP/MDX), delivery and maintenance of the technical solution based on Oracle and MS SQL Server, SSAS and Outlooksoft Everest

Telecom Operator – B2B Sales and Finance datamart (FR)

BI Architect, Project Manager

Successfully delivered a BI solution to monitor Sales and Finance KPIs (B2B domain):
- Management of the project team (+10 pers.), budget Mgt.
- Architecture, data model (relational, dimensional, OLAP/MDX), analytics & reports (based on Microsoft OLAP/SSAS and Business Objects), software development, tests and deployment.

▌ Telecom Operator - Enterprise Data Warehouse (Morocco)

BI Architect

Assumed the role of BI Architect to provide guidance on design of the group Data warehouse:
- Definition of the Solution architecture, assessment and selection of the tools and technologies, definition of the information model (conceptual and logical).

2000 / 2003	**DIGITAS PUBLICIS (PARIS)** **WEB PROJECT MANAGER**

▌ International Sport Organization - Corporate website (Lausanne, Switzerland)

Technical Team Lead

Successfully designed, delivered and maintained the corporate website:
- Management of the technical team (15 pers.), architecture based on MS SQL stack, data model (3NF), design, development, deployment and maintenance over 2 years.

Awarded "Gold medal CB News 2003", best corporate website category

▌ Leading international Retail Group - e-Commerce platform (FR)

Project Manager, BI Architect

Developed a BI solution on top of the e-commerce platform for the marketing and sales:
- Project Management, requirements, architecture, design and delivery of the IT solution based on MS SQL stack / OLAP-MDX.

▌ Aircraft Manufacturer - Corporate website (FR)

Technical Team Lead

Led the team in charge of the development and maintenance of the corporate websites:
- Team Management (7 pers.), application design, architecture, implementation and deployment of solution based on MS SQL stack, .Net

Awarded "Grand Prize of the Jury" + "Golden Dolphin" at Communica Festival 2000