



Audrey JEGU

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*Change Management (Methods and Culture)
Communication/
Training People
engagement workshops
Project
Management
Trilingual (FR, EN, DE)*

Organizational transformation, change management, processes and people engagement 10 years of experience

Within 10 years of experience in cross functions of internal communication, skills management and project management, I specialized for the last 6 years in Change Management and organizational transformation in complex and international cultural contexts, always combining strong analytical skills with federative and creative solutions design brought by side experiences in the performing Arts environment.

WORK EXPERIENCES

2020 - 2021 *My Rise Company* : Business development, business coaching and business training (Dubai based Rise Bay square) – Dubai, UAE

Offering services to bring performing arts into the corporate world as a booster of creativity, confidence, soft skills, customer experience, emotional intelligence.

- Corporate Team building workshops based on acting techniques and methodologies:
 - Supporting cultural and behavioral Change Management
 - Public speaking coaching
 - Group creativity and Team cohesion
 - Developing emotional intelligence

2019 - 2020 *Parallel activity*: Business development, corporate coaching and Drama Teacher at Culture Emulsion (Dubai based French acting School) – Dubai, UAE

Purpose: Offering services to bring performing arts into the corporate world as a booster of creativity, confidence, soft skills, customer experience, emotional intelligence.

- Corporate Team building workshops based on acting techniques and methodologies:
 - Supporting cultural and behavioral Change Management
 - Public speaking coaching
 - Group creativity and Team cohesion
 - Developing emotional intelligence
- Adults and Teenagers acting classes:
 - Voice, breathing and stress control techniques
 - Impro and creativity
 - Character creation and artistic interpretation
 - Directing public performance at the end of the year

2018 - 2020 *OPEX (operational Excellence) Transformation manager – AXA Gulf Insurance – Dubai, UAE*

*** Transforming processes, work methodologies and internal culture and mindsets for the IT Department:**

- Release Management review for more human and business centric outcomes:
 - From a 6 months' production release, to a 2 weeks' production release:
 - Reduction of production issues
 - Higher Business satisfaction
 - Implementation of a collaborative work culture with new workload and responsibilities distribution
 - Suppression of a "one person" knowledge dependencies
 - Control and security improvements of the technical change management process
 - Global cross teams collaborative release process and governance creation:
 - Improve the cross teams' communication and involvement
 - Kill delays
 - Make a first step towards a nimble culture
- O365 Project management:
 - Team Management in Portugal, France, India and UAE
 - Implementation of project management culture within the technical UAE team (PMP, backlog, follow up, workload and timeline estimation)
 - Integration to Group (Europe) cloud tenant
 - Microsoft Exchange online migration (Strategy, Execution and Change)

- Microsoft O365 Collaborative tools enabling and related Change Management plan

2016 - 2018 Project methodology and processes quality – GIE AXA Services – Paris, France

*** AGILE and Scrum Method implementation, Chief Information Office:**

- In charge of the deployment of the AGILE guidelines and Scrum methodology:
 - Scrum Master and Product Owner certifications
 - Editing the adapted Scrum Methodology for the IT Department
 - Giving awareness and training sessions for the IT Department members
 - Leading experimental Agile projects in order to edit empirical guidelines
 - Guiding GIE AXA Services business departments in adopting new Agile ways of working with the IT Department

*** Organization and Method continuous activities, Chief Information Office:**

- Ensuring the continuous improvement of the project management waterfall methodology
- Structuring and making the governance and roles and responsibilities durable, between the IT Department and its partners, clients, suppliers and other stakeholders
- Ensuring the follow up of the IT project portfolio (KPI editing) and client relationship management
- Constituting and animating a projects community, and a teamwork culture
- Fronting the internal audits and ensuring the management and follow up of the related actions plan

2014 - 2016 Change management consultant – CSC – Paris, France

*** Organization and Method Project Manager for GIE AXA Services, Chief Information Office:**

- Change Management for the implementation of a new project management methodology:
 - Perception study, synthesis and analysis
 - Workshops organization and conduction (innovation games, business cases)
 - Regular steering and validation committees setting up
- Change Management for the implementation of a Governance for the CIO

*** Migration and Deployment Project Manager for Sanofi-Aventis, Chief Information Office:**

- Mission in Morocco, Tunisia, Egypt, Italy, France
- Project Management:
 - Migration and Deployment of an electronic documentation management application (Documentum technology)
 - Project sizing:
 - Migration: 12 countries, 31 subsidiaries, 8000 end users
 - Deployment: 5 countries, 6 subsidiaries, 1700 end users, 15 training sessions
 - Coordination of 10 international project teams:
 - 4 migration teams simultaneously: France, Poland, Australia, Brazil
 - 6 deployment teams simultaneously: France, Tunisia, Egypt, Morocco et Italy
 - Implementation of the PUMA deployment methodology
 - Correspondent planning, reporting and follow-up tools realization
 - Contacts: Quality Assurance and Validation Director, Subsidiaries Director
 - Use of two main languages: FR, EN (+ Arabic and Italian notions)
- Interface Management between business and technical teams:
 - Configuration files realization for the technical application environment
 - Translation of technical constraints to business teams
 - Technical translation of business needs to the technical team
 - Support for the execution of user's acceptance test cases and official deliverables validation
- Change Management:
 - Workshops organization and conduction on deployed sites (North Africa and Italy)
 - Management of cultural specificities, conflicts and resistances to change
 - Training and coaching of local and international interlocutors
 - End users training modules organization and realization
 - Creation of a local and international interlocutors community in order to share best practices

2011-2014 Organization and change management consultant – Altran – Paris Area, France

- Along the three years of working for Altran, I actively participated in the acquisition of 2 new businesses for SNCF and PSA

*** Budget and Planning Management for SNCF (French transportation firm), Telecom Yards:**

- Renew and upgrade of a global budget tracking tool for every yards
- Analyze of needs for planning tools and follow-up methodology and process
- Creation of reporting and analysis tools in order to highlight budget overrun

*** Change Management consultant for Thales, TGS – Chief Information Office:**

- Context: implementation of the ITIL process (Information Technology Infrastructure Library)

- Supporting the Information systems departments of the group to deploy the Microsoft 2010 Office Pack and Windows 7 in their entities
- Creation of a tools box for the change management (communication, training, reporting)
- Dedicated Intranet pages' creation
- Creation of broadcasted tutorials on Windows 7 functionalities (screenshots + soundtrack + video edition)
- Change Management Kit promotion in the different entities
- Logistics Management for trainings and events
- Communication tools creation (posters, emails, videos...)
- * **Skills Management/Communication for PSA Peugeot Citroën, Research and Development Head Department:**
 - Context: implementation of continuous improvement processes such as KAIZEN, 5 S, Lean Management
 - Internal communication: drafting of a newcomer's reception program for the entity
 - Skills management: project management for the redefinition of trainings paths for the entity in order to match the new global strategic goals

2010-2011 Executive Assistant/Communication Responsible – Peugeot Citroën Moteurs (PSA group) – Paris Area, France

- Marketing and Communication:
 - Internal communication: escalation of corporate information, monthly presentation of the subsidiary activity figures, and valuation of the subsidiary success stories in the global group communication tools (intranet, communication booklet...)
 - External communication and Marketing: suppliers relation management and requirements specifications for the different communication materials (goodies, calendars, firm presentation booklet), events organization such as exhibition and management of the correspondent broadcasted deliverables
- Human Resources: Training and skills improvement plan management
- General Services management

2008-2009 Training Manager – Siemens SAS – Paris Area, France

- Management of the research and prospection of training partners, the targeting and selection of adequate offers, the material and logistic organization of the trainings and the follow-up and statistics
- Support for the realization of social reports
- 700 trainings managed over 8 months in 2009 and statistic follow-up of the deployment of trainings in direct relation with the German headquarters

EDUCATION

- 2018 Scrum Master Certification / Product Owner Certification – Paris, France**
- 2013 ITIL V3 foundation Certification (Information Systems Management) – Paris, France**
- 2010-2013 Cours Florent (Professional Acting school) – Paris, France**
- 2008 Universität Mannheim, Erasmus semester, Betriebswirtschaftslehre – Mannheim, Germany**
- Erasmus semester at Mannheim University: B to B marketing, management, Work and organizations psychology
- 2005-2010 ESSEC BBA – Paris, France**
- International marketing, sales and marketing, negotiation seminar, strategic management, international business, communication, human resources management

SPECIAL SKILLS

Languages French: Native
English: Fluent
German: Fluent
Spanish: Intermediate

IT Skills Microsoft 2010 Office Pack, Camtasia (broadcasting realization), Documentum technology (electronic documentation), JIRA

Art & culture Live performing actress at Culture Emulsion (French acting Company) – Al Serkal Avenue, Dubai, UAE

2017 - 2018 Theater Company leader within GIE AXA Services

2013 Theater piece writing and performed at Cours Florent, Paris, France

2005 In water first-aid certificate

2004 BAFA (French certificate for working with children), « conflicts management » specialization

2002-2005 3 years of living in Germany, Frankfurt am Main