

Avenue de la Valonnette 20  
CH1012 Lausanne  
☎: +33 (0) 6 87 81 94 40  
✉: eric.boluda@live.fr  
Divorced / French National  
Switzerland Work Permit B

## ERIC BOLUDA



### PROJECT DIRECTOR (DIGITAL / ECOMMERCE / IT / FINANCE)

#### EDUCATION

- DESS CHEF DE PROJET MULTIMÉDIA UNIVERSITÉ PARIS VII.
- INGÉNIEUR SYSTÈMES ET RÉSEAUX – EPITA PARIS.
- DESCF, DIPLÔME D'ÉTUDES SUPÉRIEURES COMPTABLES ET FINANCIÈRES (DSCG) PARIS IX
- DUT FINANCE, GESTION DES ENTREPRISES ET ADMINISTRATION PARIS XIII
- BACCALAURÉAT INFORMATIQUE ET FINANCE

#### COMPETENCIES

- Project Management of € multi-million Euro complex information System, Digital, eCommerce, finance infrastructure including software development, integration and rollout within major corporation as well as corporate governance (PMP, PRINCE2 and ITILv3)
- Experience in Change Management, Risk Management, Contract Management, Quality Management, and Procurement and Budgeting Management including detail finance engineering for Cost (Planning, budget and process order).
- Experience in Multi-million € Bid Management, Business Development, dealing with National and International Major Customers, Telecom, Worldwide Top Luxury brands.
- Managed in excess of €21 million bids and €43.5 plus million projects.
- Contract negotiation for sub-contractor with international major company including Contract eCommerce Template 300 pages (Eurostar/SNCF, Cartier/Publicis, BNP PARIBAS...)
- International contract law, Digital Asset and Intellectual Property Right (Image Rights)

#### ACHIEVEMENTS

- **eCommerce & mCommerce** [www.eurostar.com](http://www.eurostar.com) (PwC and Cap Gemini), [www.cartier.com](http://www.cartier.com) (including all worldwide website in multi-languages) with Publicis and Mazarine, new [www.nespresso.com](http://www.nespresso.com) and [www.nespresso.com](http://www.nespresso.com) (Phenix Project including SAP CRM, Sales on demand) with Accenture.
- **None eCommerce** [www.diormag.com](http://www.diormag.com) (Web, iPad and iPhone) and [www.chanel.com](http://www.chanel.com) with Mazarine Agency.
- New Ministry of foreign office (Web and Optical infrastructure)
- Proximus Mobile mCommerce (Conception and specification phase) within new market strategy (Vodafone Group Plc) including a team of 71 engineers (PrePay and PostPay client)
- BNP ARVAL ITIL Recovery plan activity, service continuity, including global plan (Site reconstruction).
- SAP Project: SolMan, MySAP, SAP FI, AP, AR, GL, RH CRM, Sales on Demand within eCommerce project
- Deployment the first VPN network within pharmaceutical environment (Johnson & Johnson) in compliance with FDA 21 Part 11 requirement.
- Orange UK iGSM HLR software in time and in budget constraint
- Video/IP, Video on demand and VOIP using a set-up box as access layer and Optical backbone for the first FTTB project in Europe with Nortel, Motorola, iMagic TV and Cisco
- Project managed a number of medium/large projects with international exposure at short notice and with limited time scales for AXA/UAP, Total and France Telecom

#### LANGUAGES

English  
Spanish

Bilingual  
Bilingual

## MAIN ACHIEVEMENTS

Since 07/13

Nespresso / Accenture (Lausanne)



**DIGITAL Architect Adobe AEM/CQ5 (DAM/CLOUD/SCENE7):**  
[www.nespresso.com](http://www.nespresso.com) (Web/Mobile)

- Technical Project Management between department Marketing, Software Factory and Corporate
- Functional role with eCommerce, Marketing team detailing business process within ARIS Enterprise Architect providing the logical structure for Adobe Solution
- Technical role with Software factory (Accenture) using SAP Sybase PowerDesigner for Data Modelling
- Establish Test Run (Manual and Automatic) as well as functional requirement and traceability matrix using Application Lifecycle Management (HP ALM) and SAP Solution Manager (SolMan)
- Management of development team for testing multi-devices and multi-languages
- BackEnd development based on Adobe AEM, Cloud, DAM, Scene 7 including External connectivity with Sharepoint, Hybris (PIM API) and Purchase funnel vendor compatible with PCI-DSS 1.3.
- Manage bug tracking with JIRA and SAP SolMan
- Logical architecture including both Marketing/Communication process as well as eCommerce Business process using Adobe ecosystem such as Adobe AEM, Cloud, Scene7
- Creation and monitoring of schedules, resources, deliverables projects (functional and technical)
- Project documentation SharePoint as well as collaborative platform

10/12 – 07/13

Chanel / Mazarine (Paris)



**TECHNICAL DIGITAL PROGRAM DIRECTOR:**  
[www.chanel.com](http://www.chanel.com) (Web/iPad/iPhone)

- Technical Project Management between departments Communication, Corporate, IT and eMarketing
- Management a development team of 10x + 10x for testing multi-devices and multi-language
- BackEnd development based on Adobe AEM/CQ 5.5 including REST and Chanel PIM/DAM API
- Manage UDD organization Tools to Build software development platform including JENKINS & GIT.
- Installation and monitoring of quality control code using GERRIT
- Manage bug tracking with Redmine and JIRA (including project documentation)
- Installation and Test Run Scripting using Selenium RC Server for testing (Unit Test / Build Test)
- Strategy Test Plan based on Functional and Technical Specifications (GSD)
- Installing and configuring of PHPUnit and TestLink for writing Unit Test
- Preparation of Project Management Plan and provision of project management methodology (based on PMI and SCRUM AGILE) including development in PHP5.3, JavaScript and HTML5 DOM
- Establishment of processes for the different services involved in the project as a Co-Governance (BRD NFR & Review, GSD, process validation 5/3/2, Internal Committee, Project Review Weekly, SAF / FIF, Dirco, Steerco)
- Creation and monitoring of schedules, resources, deliverables projects (functional and technical)
- Establish reporting tools: Action Log, Weekly, Dashboard and RAID (Risk, Assumption, Issue, Dependencies)

10/12 – 12/12

Dior / Mazarine (Paris)



**TECHNICAL PROJECT DIRECTOR:**  
[www.diormag.com](http://www.diormag.com) (iPad/iPhone/Android) Maison Dior

- Technical Project Management between Dior Digital, Communication and eMarketing
- Technical & functional specification using SAP Sybase PowerDesigner for Data Modeling
- Completion of the contract interface based on JSON
- Management of outsourced development team (Poland) Mobile and iPad
- Handling Errors and changes using JIRA including documentation and SOPs (Standard Operation Procedure)

03/11 – 09/12

Cartier (Paris/Geneva)



**PROGRAM FACILITATOR / PROGRAM DIRECTOR:**  
[www.cartier.com](http://www.cartier.com) ecommerce, multi-langues, multi-sites and multi-device  
(Web, iPad, Mobile) (>xM€ Turnover Confidential)

- Negotiating and drafting commercial contracts CAPEX + OPEX (Switzerland/French Law) between Richemont and Publicis (SOW, IPR, and PCI-DSS v2 including Buy Art)  
RFQ for Market Major PIM (Product Information management/DAM (Digital Asset Management) which identifies Adobe AEM/CQ5 as market leader for Cartier next generation website
- Preparation of Project Management Plan and provision of project methodology (based on PMI and SCRUM AGILE) using Drupal v7 and Drupal Commerce
- Communication and governance up and down with Executive Cartier and Publicis Marcel & Publicis Modem
- Project Management with French & Geneva teams including Richemont and IT Logica (SAP CRM, BI, FI Middleware)
- Establishment all new processes for all different services involving the project as Co-Governance (BRD NFR & Review, GSD, process validation 5/3/2, Internal Committee, Project Review Weekly, SAF / FIF , DIRCO, Steerco and Executive Committee)
- Creation and monitoring schedules, resources and projects deliverables (functional and technical) based on Sharepoint
- Technical management deploying continuous integration platform Red C3 (Jenkins and GIT) and technical environment (CDN, Varnish, Drush, MemCached, Apache Solr, F5 Firewall, MySQL ...)
- Managing technical and functional forum, Projects Committee (Dirco), Steering Committee and Executive Committee bi-monthly.
- Management of Transition period and bug tracking using JIRA and Seapine Application Lifecycle Management
- Establish new standard Cartier reporting tools: Action Log, Weekly, Dashboard and RAID (Risk, Assumption, Issue, Dependencies)

01/10 – 02/11

**EUROSTAR (London/Paris)**



**PROGRAM FACILITATOR / PROJECT DIRECTOR:**

New eCommerce [www.eurostar.com](http://www.eurostar.com) (>780M€ Turnover)

- Negotiation and drafting of commercial contracts 5 ME CAPEX + OPEX 12ME including Price for usage (Angus lawyer) between Eurostar and SNCF
- Preparation of Project Management Plan and provision of project methodology (Based on AGILE and SCRUM)
- Communication up and down with the Executive Eurostar and SNCF SV.SI
- Establishment of new processes for the different services involved in the project as a Co-Governance
- Functional role with eCommerce, Marketing team detailing business process with ARIS Enterprise Architect
- Technical role with Software factory (Cap Gemini) using SAP Sybase PowerDesigner for Data Modeling
- Establish Test Run (Manual and Automatic) as well as functional requirement and traceability matrix using Application Lifecycle Management (ALM) and SAP Solution Manager (SolMan)
- Role of Project Management in France and London including CAPGEMINI UK and PwC teams
- Creation and monitoring of schedules, resources, deliverables and expenses (CAPEX Project)
- Risk Management (ITIL Methodology) and control specifications for Drupal v6
- Record of actions / decisions and activities of the Committees and Projects Steering Committee
- Reporting to the Business Unit Director Eurostar & Operations (PMI Project Methodology)
- Establish new reporting tools: Sharepoint Dashboard project including project documentation

01/09 – 06/09

**FRENCH MINISTRY OF FOREIGN AFFAIRS**



**PROJECT DIRECTOR:**

eMinistry Securing Servers and new Optical Fiber DWDM Networks

- Writing the Project Quality Plan and provision of project methodology based on ITIL V3
- Communication and backward with the French Ministry of defence and
- Role transverse with stakeholders of the program to his ministries within
- Establishment of processes for the different services involved in the project

- Creating and monitoring schedules, tracking expenses (OPEX)
- Risk and Communication Management
- Record of actions / decisions in the Committees Projects
- Reporting to the Director IT & Operations
- Establish reporting tools: Business Object, Balanced Scorecard & Quality Center

01/08 – 12/08

**BNP PARIBAS ARVAL (Geneva)**



**PROJECT DIRECTOR:**

Disaster recovery and business continuity plan

Enable, Audit and control capacity for disaster recovery (PRA) and business continuity plan using subcontracted hosting infrastructure (PCA).

- Ensure regulatory compliance of quality standards and standardize process for business continuity
- Synchronize and integrate within BNP PARIBAS 2012 Blueprint and quality using ITIL v3 process improvement program activities
- Writing the Project Quality Plan and project audit
- Establishment of processes for different divisions involved in the project
- Risk Management (PRINCE2 Methodology)
- Record of actions / decisions in the Committees Projects (SIEBEL)
- Governance up and down role within project stakeholders of BNP PARIBAS program
- BNP PARIBAS ITIL V3 Project Methodology applied within ARVAL

01/07 – 12/07

**ORANGE BUSINESS SERVICES (Paris)**



**Business Services**

**PMO Program Management:**

Functional management and project quality

Transverse PMO for infrastructure projects in the optical network environments, VoIP, TCP / IP v6 Migration, electric Optimization

- Monitoring Budget OPEX / CAPEX for various infrastructure projects (€ 5.5 million / € 48 million)
- Manage the engineering documentation (specification, detailed study VABF recipe and VSR)
- Follow the actions and decisions of operational committees
- Risk management and project quality assurance (PMI)
- Consolidation of project risks and improvements including Documentation over SharePoint
- Creation and administration of the PMO Toolkit (Best practices, tools for Project Managers)

01/06 – 12/06

**BELGACOM MOBILE (Brussels)**



**DIRECTOR OF FINANCIAL PROGRAM:**

Functional and operational management

**Mobile eCommerce** for consumer goods excluding Telecom: Encorus eWallet (Vodafone Group Plc), providing a platform for micro payments for 4 million subscribers, including double counting Buy / Sell with SAP modules FI, AP, AR, GL and the micro bank payment.

- Draft technical and financial quality perimeter Operator Revenue Assurance Monitoring
- Support as Sponsor of quality assurance and monitoring documentary
- Review quality assurance projects and maintenance activities in the areas of process control, risk management, functional specifications, test and acceptance
- Additions to the method for controlling the phase of project start: Master schedules, reliability management indicators. Conducting workshop track improvements

01/05 – 12/05

**JOHNSON & JOHNSON (Brussels)**



**CHEF DE PROJET:**

Functional and operational management

- Planning infrastructure project network via VPN and Security EMEA at Johnson & Johnson
- Management, control and audit quality according to FDA 21 CFR Part 11

- Project Committees, a weekly review of the main schedules, risks, issues, decisions and corrective actions around a document database (SharePoint)
- Establishing release management and quality assurance monitoring
- Internal Audit Security means intrusion, access and encryption
- Preparation of steering committees and activities for the project manager
- Preparation of reports to the MOA and the PMO ISD
- Formalizing feedback and suggestions for improvements
- Regular review of the piloting process, project review

**01/03 – 12/04**

**NORTEL NETWORKS (Madrid/Toronto)**



**DIRECTOR OF INTERNATIONAL PROGRAM:**  
Technical and operational management

Functional and technical direction of the largest optical Spanish projects (Fiber to the Subscriber and New communication operator):

- Control and monitoring budget (CAPEX) and providing the Business Case for the commercial management
- Management plans charging deployment project managers and R&D (Fiber Optic)
- Maintain asset library: Standard Process, life cycles, tools, responsibilities of organizations deploying industry on the basis of the ITIL methodology
- Portfolio management of projects based on the mapping of client sites, architectures and network infrastructure.
- Problem Management Project (Balance Scored Card) monitoring and decision support.
- The completeness of the draft plan, the balance sheet of the pilot phase and handling deadlines
- Methodological support, control of their deliverables (technical issues, plans projects ...).
- Evaluation of the level of maturity of the deployment project manager and implementation of quarterly improvement plans (review quality)
- Validation of customer deliverables and in particular the design process (UML) using SysBase PowerDesigner
- Maintenance of the Repository method and organization
- International Steering Team (London, Toronto and Barcelona)

**05/01 – 12/02**

**LUCENT (London/Bristol)**



**SENIOR PROJECT MANAGER: ORANGE UK IGSM HLR**

**Management of key projects** - C&W IP Contact Center (£ 21M), Orange EMS-CM (£ 2.5 million), Fast Point xDSL rollout (\$ 4M), Crane Telecom Full outsourcing IN services (\$ 4M).

Preparation of Quality Plan Program (AQP)

- Establishment and maintenance schedules, load monitoring and risk management
- Identification of actions / decisions in the project committees
- Role transverse with stakeholders of the program (MOA / MOE)

Replacement of Nokia HLR by HLR Lucent IGSM (£ 9.5 million)

Define and implement a methodology equipped for monitoring activity of a team of Applicative programming (80 developers with 35 Offshore India): portfolio management applications, the workload, planning releases and production monitoring indicators.

- Production of weekly and monthly quality indicators
- Definition and implementation of an incident reporting production for the Executive Committee
- Management releases, versions and changes

**10/99 – 04/01**

**COMPAQ HQ (Munich)**



**TELECOM PROJECT MANAGER:**

Manage and improve all aspects servers and Telecom infrastructure in major European countries (France, England and Germany) or 11 countries with a technical team (field engineers and study - 23 engineers) Budget CAPEX OPEX 12.5DM 5.8DM

- Timely Help other strategic sites (Litigation, Negotiation of contract as a subcontractor)
- upward and downward communication with project management and project
- Role transverse with stakeholders of the program (MOA / MOE)

11/97 – 09/99

**MARS (Reading)**



**CHEF DE PROJET TELECOM:** Déploiement infrastructure réseau & télécom

- Manage, support and enhance all aspects of Mars Inc. network (LAN and WAN) x 42 sites in 32 countries
- Team management and project support (12 engineers) Budget £ 8M, change processes
- Network Analysis, by continuous measurement of the activity and resolution of network problems, detection, isolation, repair and restoration

11/96 – 10/97

**DATASTAFF ENGINEERING (Paris)**



**CONSULTANT: SYSTEMS AND NETWORKS / ISO 9002 QUALITY ASSURANCE MANAGER**

- Provide professional expertise and services systems / networks, quality assurance methodology for the development and integration of the project. Preparation of tender responses and summaries engineering nomination, specifications and quality assurance plans

08/95 – 10/96

**VOLVO DATA (Gutenberg)**



**INGENIEUR: PRE-SALES AND PROJECT MANAGER FOR MESSAGING AND IBM MVS MIDDLEWARE**

- Pre-sales support and technical support to Volvo Data customers
- Response to tenders (RFQ), project management planning, cost and deployment in large industrial group (Renault, PSA, Crédit Agricole, Chanel, etc. ..)

01/95 – 07/95

**AT&T GIS NETWORK SERVICE (Paris/NewYork)**



**SYSTEM AND NETWORK ENGINEER**

- Expertise LAN / WAN and managing a small team of engineers international network

1993 - 1995

**School EPITA/EPSI et DESS Paris VII Digital Project Manager**



**Objective -** Validation of five years experience network / system and project management

1991 - 1992

**GALDERMA LABORATOIRES (Paris)**



**SYSTEM AND NETWORK ENGINEER**

- Manage and control all aspects of LAN and WAN (including AS400)

1990 - 1991

**GROUPE CARAT ESPACE (Paris)**



Carat

**ANALYST PROGRAMMER**

- Inception, design, programming and deployment of smart industrial system (Industrial Automation) for conference rooms, including the administration interface TV / pager monitoring