Coordonnées

06.45.39.31.49 (Mobile)
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www.linkedin.com/in/aneveu
(LinkedIn)

Principales compétences

Learning Management Systems
Distance Learning
Blended Learning

Languages

Espagnol (Elementary)
Anglais (Professional Working)

Arnaud Neveu

Digital Learning Program & Change
Paris et périphérie

Résumé

With over 15 years' experience as a digital program and Learning expert, I have been able to demonstrate my skills in user experience, engineering teaching, digital transformation and project/change management by working with several CAC 40 companies but also with groups and SMEs such as Sanofi, AXA, BNPP CIB, PSA group and The French Post Office Group. Today I help companies design experiences, learning modules, strategies or digital transformations by deploying the best digital solutions on the market to enhance knowledge sharing.

Expérience

Aubay
4 ans 6 mois

Digital Learning Program & Change
mars 2018 - Present (4 ans 6 mois)
Boulogne-Billancourt, Île-de-France, France

Program Management

• Team management (recruitment and organization)
• Writing strategies (communication, digital, HR, Business, etc.)
• Planning and leading meetings (workshops, follow-up or project meetings, steering committees, etc.)
• Cost estimation / Monitoring budgets, preparing and monitoring schedules
• Analyzing needs and writing functional specifications (project framework, functional specifications, operational and business-related processes)
• Creating prototypes
• Overseeing and developing services, monitoring KPIs
• Defining and implementing decision-making and operational strategies
• Defining and implementing communication and training strategies
• Implementing change management (action plans, communication, participatory workshops, etc.)
• Coordinating end-user training (Back Office and Front Office)

• Developing and supporting the help desk (levels 1 to 3 - supplier relations)

Instructional design

• Ability to innovate
• Writing learning strategy, synopsis, learning objectives (Bloom's Taxonomy), storyboards and evaluating training systems (Kirkpatrick) # according to the SCORM or the AICC standard
• Creating multimodal digital training pathways (serious game, learning game, mobile learning, tutorial…)
• Training sessions and brainstorming workshops
• Creating and monitoring training reports, and
• Media and graphic design
• Research and development / monitoring

Transformation and change experience project manager - BP2S
avril 2022 - Present (5 mois)
Pantin, Île-de-France, France

Digital Learning Manager - AUBAY
novembre 2021 - avril 2022 (6 mois)
Boulogne-Billancourt, Île-de-France, France

Build a COOC (Corporate Open Online Course) to raise awareness of AUBAY employees on CSR.
- Define the learning strategy
- Write the synopsis, the learning objectives and the storyboard
- Produce the set of SCORMs and setting up the COOC on the platform
- Test and analyze the user feedbacks of the COOC
Set up the communication plan to encourage future learners to follow the learning path
Help them to integrate the CSR challenges into their day to day projects

Communication, Change & Learning specialist - skills sponsorship
mai 2020 - mars 2022 (1 an 11 mois)
Boulogne-Billancourt, Île-de-France, France

Volunteer experience section

Change, Implementation & Migration Program Manager - BNPP CIB
septembre 2018 - janvier 2020 (1 an 5 mois)
Paris 19, Île-de-France, France

Deployment and integration of the corporate credit chain "E2E Credit Chain"

As part of the project for integrating the credit chain for businesses, BNP Paribas CIB set up the "End to End Credit Chain" programme (AGILE), the aim of which is to develop an application capable of managing a loan from the initial application stage to its full repayment by 2020. This scalable application covers 54 countries (7000 users) and is structured by various modules such as "request, decision, contract, deal implementation..." that are developed every quarter thanks to a team of 120 people.

• Organize and monitor the teams in charge of roll-out/migration
• Report to the program management
• Define team roles and responsibilities (Change, Migration, Build and Support)
• Develop deployment/migration strategies
• Design deployment/migration kits and monitor their use across different countries
• Organize and monitor kick-offs, workshops and follow-up meetings up to Go Live stage
• Provide support to country-specific project teams
• Provide training and support to end users (Front to Back).

Effixio
2 ans 3 mois

Digital Program and Learning Consultant Senior
janvier 2016 - mars 2018 (2 ans 3 mois)
Boulogne-Billancourt, Île-de-France, France

Responsibilities

- Digital Learning Manager
-     e-Learning Consultant & Designer
- International implementation project manager
- Business analyst

Skills

Instructional Design
- Designing training curriculum
- Writing learning objectives (Bloom's taxonomy), synopsis, training strategy and the storyboard
- Training assessment (Kirkpatrick)
- Designing the ergonomics of the modules and make them according to the AICC or SCORM 1.2 / 2004 3th edition standard

- Monitoring technological development and identifying the different tools for disseminating and administering the training
-      Setting up the new digital learning processes

Project Manager
- Team Management
- Project analysis
- Scoping the cost of the project
- Designing and managing plannings
- Preparing and leading meetings (Workshop, Project committee, Executive committee, Users club…)
- Writing the technical specifications, needs analysis, business proposal and the scoping study
- Preparing and managing the change, the communication and the trainning plan
- Managing the project according to the AGILE's method

Digital & Training Program Manager (Worldwide) - PSA Group
janvier 2016 - janvier 2018 (2 ans 1 mois)
Poissy, Île-de-France, France

Strategic development of Group training
As part of the PSA Group's new "PUSH to PASS" strategy to improve vehicle production efficiency and increase sales competitiveness, my role was to work with the Group's principal HR managers to develop a new training strategy based on the deployment of an LMS (CSOD tool - 9 countries with more than 50,000 users: Argentina, Brazil, Spain, Portugal, Slovakia, Russian Federation, Germany, China, UK):
• Define and organize the Group's PUSH to PASS training strategy by country
• Report to the head of training group every week
• Report to the HR and Marketing country directors every month
• Establish country project teams (15 people)
• Organize and mediate "Group Training" development committees together with Group HR managers to be rolled out through the LMS tool
• Write the strategic summary of the Group training plan roll-out
• Realign "Group Training" business processes
• Restructure the Group's training teams
• Define and develop KPIs
• Organize the deployment of an LMS tool to help this transformation, which is integrated into the Group's global strategy, "PUSH to PASS"

• Define and organize change management and the global communication plan together with the communication directors
• Design a training plan dedicated to "PUSH to PASS" for Group training officers and managers
• Integrate HR and Training data to ensure the success of "PUSH to PASS" in a Business Object.
Technical Environment: CORNERSTONE ONDEMAND & BUSINESS OBJECTS FOR HR/TRAINING

Business analyst - RCDPRO
septembre 2017 - novembre 2017 (3 mois)
Massy, Île-de-France, France

RCDPRO - Analyze and make the retro-engineering of the architecture of the website RCDPRO

High Potential Resources - HPR
3 ans 5 mois

Digital Learning & Instructional Design Consultant
septembre 2012 - janvier 2016 (3 ans 5 mois)
Paris 08

Digital Learning Manager - AXA
septembre 2014 - décembre 2015 (1 an 4 mois)
Paris La Défense, Île-de-France, France

Strategic implementation of AXA France training
Launch of a Group communication campaign to support its transformation
The context was the Group's "AXA 2020" strategy to be ever closer and more efficient with its policyholders. To ensure these objectives were met, my skills were required for two major areas of the development, namely training and communicating the insurance company's digital transformation.

« AXA 2020 » Developing the training plan - GLMS (Global Learning Management System)
• Organize and mediate training steering committees together with AXA France training managers, project managers and training directors
• Improve business processes and structure training teams
• Evaluate training, finance and accounts management tools
• Restructure document management related to training needs and training content
• Develop a change support plan

• Examine possibilities to share digital tools for training – mutualize all accesses to the digital training solutions in one HMI (Human Machine Interface)

Communication: Digital transformation - Serious Game «#Do you Speak Digital#»
• Ensure the integration of the Serious Game "Do you Speak Digital" into AXA France's global communication plan as part of the "AXA 2020" initiative

Technical Environment: CORNERSTONE ONDEMAND, SABA, WEB PLATFORM INFRASTRUCTURE, BUSINESS OBJECT, OPAL - FINANCIAL AND ACCOUNTING TRAINING MANAGEMENT TOOL

Digital Learning Manager - UIMM
septembre 2012 - septembre 2014 (2 ans 1 mois)
Paris 17, Île-de-France, France

Consider how to develop training in France (companies and national education)
Oversee all training modules within the industry network
The UIMM Association, representing trade unions in France, like the French Business Confederation (MEDEF), helps and works with the government to improve working conditions, national education, health insurance, etc.
This is done by putting forward decrees or legal documents to the National Assembly. In this context, the UIMM gave me the task of preparing, along with representatives of various French industries, the future areas for training in France, both for businesses and national education. This is based on the skills available and results gathered from monitoring the digital training system made available to its contributors. I was also responsible for communicating these developments to a wide audience through various channels.
• Define a "skills approach" strategy by working with the UIMM network's industrial partners.
• Redistribute skills in the initial training stage of state diplomas (NVQ (National Vocational Qualification) => Engineers)
• Write summaries to enable decrees to be written for the National Assembly
• Structure change and develop the related communication plan along with the decision-making teams.
• Distribution channels:
• Digital training module highlighting how the UIMM works
• Produce 8,000 digital learning resources per skill
• Develop websites (Communication, engineering training, glossary)

• Public media (posters, leaflets, etc.)

Technical Environment: CORNERSTONE ONDEMAND – ARTICULATE SUITE – PHOTOSHOP – ILLUSTRATOR – WORD – PDF PRO – CAPTIVATE – WORDPRESS

Instructional Design Specialist - Fédération Française des Franchisés
novembre 2013 - mai 2014 (7 mois)
Paris 17, Île-de-France, France

e-Learning course "How to understand what is a franchise and choose one?"
- Writing the e-Learning course specifications (Synopsis & Learning strategie)

MICROPOLE Institut
LMS Consultant
juillet 2011 - janvier 2012 (7 mois)
Paris 08

• Consider how to integrate digital training platforms into businesses (e.g. SNCF, Carrefour, etc.)
• Functional management of the LMS Client platforms
• Development customized and personalized training modules

Customers :
- SNCF
- Orange
- Generali
- Novartis

Francis Lefebvre Formation
Digital Learning Manager
mars 2007 - juillet 2011 (4 ans 5 mois)
Paris 17

In 2001, the Francis Lefebvre Formation training centre, keen to stay ahead of the game, decided to make training modules available to its customers on CD-ROM format and offer these in its annual training program.
In 2007, the centre wanted to stand out and invest in web-based materials to satisfy its 10,000 annual learners and created its first e-Learning Business Unit.
• Define and structure Francis Lefebvre Formation's e-Learning strategy along with the Management Committee
• Marketing / External communication
• Commercial
• Distribution channels

• Trainers / Experts (450 individual contractors)

• Operational team (5 people)

• Develop the business plan

• Prepare the strategic roll-out summary

• Adapt business processes

• Define and develop KPIs to use and monitor e-Learning training courses

• Manage the roll-out of an LMS tool as well as a document management tool

• Integrate training distribution channels into one single location (training centre website)

• Select and coach trainers and experts

• On-demand and downloadable online training content

• Marketing of online modules and Blended learning " certification " courses

• Define and structure change management processes and the global communication plan along with the marketing and educational managers

• Organize promotional e-learning events for internal clients (educational managers, trainers/experts, centre directors, etc.)

• E-Learning Club

• E-Learning Committee

• Educational outings

• Organize and implement distribution channels: sub-domain of the website dedicated to the learning branch

• Email marketing campaign (4 per year: target 50,000 people)

• Advertising campaign (web commercials, interviews, catalogue, leaflet...)

sanofi-aventis
e-Learning / WEB Project manager
juillet 2006 - décembre 2006 (6 mois)
Paris 14

- Managing E-learning modules (rapid learning "Mos solo SCORM 1.2")

- Managing Virtual classroom (over 200 people by sessions)

- Writing the e-Learning course specifications and managing them (Training strategies, synopsis and story-boards)

- Web mastering (www.santeclassique.com)

SARL La Salle
Web Development Project Manager
mars 2005 - mai 2006 (1 an 3 mois)
Région de Nîmes, France

La Poste

Graphic Designer
2001 - 2005 (4 ans)

Marie Claire
Graphic Designer (C2C agency)
2000 - 2001 (1 an)
Région de Montpellier, France

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Formation

ESSEC Business School
Réussir le changement · (2018 - 2018)

Wall Street English France
TOEIC, Langue anglaise et littérature, général · (février 2022 - juin 2023)

Wall Street English France
Certificate WSE - Level 16/20 & TOEIC, Langue anglaise et littérature,
général · (2013 - 2017)

Université Paul Valéry (Montpellier III)
Master 1, Media design, e-Learning option · (2005 - 2006)

Studio M - Ecole supérieure des arts et médias
BAC, Communication visuelle · (2002 - 2004)