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Based in France

Available for UK contracts (remote / hybrid)



## AREAS OF EXPERTISE

- Business process, application & data flow mapping
- ERP / CRM / HRIS migration programmes
- Cross-system data consistency analysis
- Cross-functional coordination (Business / IT / Vendors)



## TECHNICAL SKILLS

- ERP / HRIS: Pléiades E5, GXP Link
- CRM: Salesforce, Siebel, Efficacy, EasyVista
- Data & Interfaces: Oracle SQL, PL/SQL, REST APIs, Postman
- Project Tools: JIRA, TFS, Power BI



## LANGUAGES

- French: Native
- English: Professional working proficiency (CLES certified)



## EDUCATION

- 2014 – Master's Degree in Mechanical Modelling, Pierre & Marie Curie University (UPMC – Paris VI)
- 2011 – Bachelor's Degree in Mechanical Engineering, Pierre & Marie Curie University (UPMC – Paris VI)

# FAISSAL FROUG

## IT Project Manager / Business Analyst – ERP, CRM & HRIS Integrations

10 years' experience delivering complex ERP, CRM and HRIS transformation programmes.

Specialised in stabilising projects facing interface issues, data inconsistencies and cross-system dependencies.

Strong experience coordinating business stakeholders, IT teams and software vendors in multi-application environments.

## PROFESSIONAL EXPERIENCE

### Fondation du Patrimoine

06/2024 – 07/2025

#### Business Analyst / IT Project Lead – CRM Transformation & Data Flow Consistency

- Took over a fragmented application landscape lacking end-to-end visibility of data flows
- Delivered full data flow mapping to identify inconsistencies and stabilise cross-system exchanges
- Coordinated business teams, IT and vendor to resolve recurring interface failures
- Facilitated workshops (Finance, HR, Marketing) and implemented BI reporting – reduced analysis time by 40%

### PICARD Surgelés

07/2019 – 10/2023

#### HRIS Project Manager – HR Transformation & Interface Stabilisation

- Led HRIS transformation involving replacement of the Time & Attendance module within a complex ecosystem
- Delivered full mapping of HR processes, applications and inbound/outbound data flows
- Identified critical cross-system dependencies to secure migration without operational disruption
- Managed integrations between HRIS, SAP, Azure AD and peripheral systems
- Coordinated business, IT and external vendors throughout delivery

### ADP GSI

11/2018 – 06/2019

#### HRIS Business Analyst – Continuous Improvement (30+ Clients)

- Improved Time & Attendance module (GTA – GXP Link)
- Implemented PL/SQL controls reducing anomalies by 80%
- Provided functional support: testing, configuration, issue resolution
- Reduced backlog by 10%

### Sopra HR

04/2016 – 11/2018

#### Technical Lead – ERP Data Migration Programmes

- Led HRIS data migrations from Pléiades CS to Pléiades E5
- Managed planning across 4 clients (12,000+ employees)
- Migrated data from non-relational to relational databases
- Developed SQL scripts using Oracle SQL Developer
- Delivered detailed functional specifications
- Configured HRIS interfaces and data consistency controls