froug.faissal@gmail.com

06 13 63 45 88

Based in Paris, France

Open to worldwide remote mission

⚖ CORE COMPETENCIES

- Business Analysis & Requirements Gathering
- Stakeholder & Team Coordination
- Agile / Scrum : Jira, Confluence, backlog management
- Data & Reporting – Power BI dashboards, SQL queries
- Systems Integration – REST API & XML interfaces
- UAT, Testing & Go-Live Support

💻 TECHNICAL SKILLS

- **ERP** : Efficy Enterprise CRM, Pléiades e5 HRIS, GXP Link HRIS
- **Languages / Development:** PL/SQL, JavaScript, PHP, Shell, CSS, HTML
- **Data & Reporting**: Power BI, SQL (Oracle, PL/SQL)
- **Tools** : Jira, Confluence, EasyVista, SharePoint, Teams, TFS, Siebel

🗣 LANGUES

- **French** : Native
- **English** : Professional working proficiency

🎓 EDUCATION

- 2014 : Master's Degree in Solid Mechanics Modeling
  - Université Pierre et Marie Curie (UPMC – Paris VI)
- 2011 : Bachelor's Degree in Mechanical Engineering
  - Université Pierre et Marie CURIE, Paris VI

🏀 Interests

Competitive volleyball, soccer, and digital innovation.

FAISSAL FROUG

Business Analyst – ERP & CRM | Data Integration & Optimisation

Business Analyst and IT Project Manager with 9+ years of experience in ERP, CRM & HRIS.
Proven expertise in gathering requirements, delivering functional specifications, and coordinating multi-squad Agile projects.
Strong track record in GDPR compliance, data migration, and process optimization for large-scale organizations (15,000+ users).

Professional Experience

Fondation du Patrimoine - *Non profit organization*   06/2024 – 06/2025
PROJECT MANAGER – CRM EFFICY ENTERPRISE

- **Gathered user requirements** and facilitated business workshops
- **Drafted** detailed functional specifications
- Designed **REST API requests using POSTMAN** and integrated third-party systems
- Developed **SQL queries feeding Power BI** dashboards for 3 business teams and 20 users – reduced analysis time by 40%
- Authored a troubleshooting guide for occasional interface bugs

PICARD Surgelés - *Retail / Food Industry*   07/2019 – 10/2023
HRIS PROJECT MANAGER – PLEIADES E5

- **Facilitated business workshops** to define Time & Attendance (T&A) requirements
- **Drafted the requirements specification** and validated it with IT management and the software vendor
- Contributed to the Pléiades **migration** from e5 to 4YOU (5,000 employees)
- **Authored functional specifications** and monitored subsequent developments
- Participated in **GDPR compliance implementation**
- **Implemented data flows** feeding peripheral HRIS tools

ADP GSI - *HRIS Software vendor*   11/2018 – 06/2019
PL/SQL DEVELOPPER – ERP GXP LINK

- Enhanced the Time & Attendance (T&A) GXP Link solution :
  - Improved reliability through PL/SQL procedures, boosting user satisfaction and **reducing anomalies by 80%**
  - Utilized PL/SQL via DBHawk
- Provided client support on the Time & Attendance (T&A) module :
  - Contributed to **developments,** performed deliverable **testing**, configured the HRIS, and resolved anomalies
  - Reduced backlog by 10%

Sopra HR - *HRIS Software vendor*   04/2016 – 11/2018
TECH LEAD – ERP Data Migration
Led data migration activities from Pléiades CS HRIS to Pléiades e5

- Managed and scheduled projects for 4 clients (12,000+ employees)
- **Migrated data** from non-relational to relational databases
  - => using SQL Developer and Oracle databases

ERP Consultant

- Configured the HRIS : created interfaces and data consistency checks for 30+ major clients
- A**nalyzed and drafted detailed functional specifications**