

Martin Gruau

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summary

Experienced in managing digital products, delivering projects and optimizing operations; passionate about cutting-edge techs and their real-life applications.

experience

Feb'16-Present - EE (part of BT), Digital Product Manager, London

- Product Owner responsible for EE Maps tools, incl. [Coverage checker](#), [Status checker](#), [Store finder](#)
 - Responsible for digital delivery of the NEST programme, released a new Status Checker tool that doubled the user satisfaction and reduced the network propensity to call by 10%.
 - Collaborated with internal/external stakeholders to deliver 40+ product improvements

May '13-Feb'16 - YouTube (Google UK), Technical Support Team Lead, London

- 1st year: YouTube Partner Manager for France
- 2nd year: Team Lead, managing a team of 6 Partner Managers
 - Helped grow the team, from 3 to 15 people
 - Set up and managed workflows, trainings, internal processes and projects
 - Managed the team members with high success: 100% satisfaction on "would you recommend him as your manager" in internal feedback survey

April '10-April '13 - Google Inc., Product Support Manager for Google Chrome and Nexus, Dublin

- 1st year: French Community Specialist for Chrome and Gmail
- 2nd year: Chrome Int'l Product Support Manager
- 3rd year: Google Hardware Int'l Product Support Manager
 - Supported launches (Chrome / Nexus releases) and product iterations
 - Supported the EMEA Chromebook dogfood program (capturing feedback from users of 300 Chromebooks shipped in DE/FR)
 - Built high-touch support operations of 2 call centres and 60+ agents

July '06-October '06 - Horiba Ltd , Assistant webmaster, Kyoto

- Benchmarked competitive websites and drove improvements to Horiba websites

education

January '10-April '10 - Tuck School of Business at Dartmouth, Hanover, USA

- Exchange student in the MBA program

August '07-December '07 - Asian Track, ESSEC Asian Center, Singapore

- 6-months program of study of the Asian economic and cultural environment

2005-2010 - ESSEC Business School, AACSB accredited, Paris

- Major in Marketing and Innovation. GMAT score : 760.

skills

Machine Learning: [Andrew Ng's course](#)
French, English: fluent
Italian: intermediate
HTML5/CSS 3/JavaScript: intermediate

Agile: [Certified Scrum Product Owner](#)
Six Sigma: yellow belt training
Jira/Google Analytics: intermediate
Python/AppScript/SQL/Octave: beginner

interests

chess | football | judo | bass guitar | machine learning | tech industry | virtual reality