



Juliette Grena

Looking for a satisfying and challenging leadership position that will enable me to build on the skills I already have developed including strategy planning, transformation management and give me the opportunity to support teams in their development.

Contact

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Education

2008

**Ecole Supérieure d'Informatique,
d'Electronique et d'Automatique
(ESIEA),**

Spécialité Management et conduite
d'entreprise

Certifications

**ChatGPT Prompt Engineering for
Developers, Coursera, 2024**

**Generative AI with Large Language
Models, Coursera, 2023**

AWS, Solutions Architect Associate, 2020

AWS, Cloud Practitioner, 2019

**Agile methodology (OCTO Academy -
2018)**

Language

English

French

Experience

Since Nov 2023

MANTU

CIO Office Director

- Define OKR for the IT Governance
- Lead internal workshops on Agility at Mantu
- Define 2024 Strategy and target organization
- Co-lead AI strategy (roadmap definition, Adoption plan for GitHub Copilot)

Nov 2022 - Nov 2023

Amazon Web Services, Courbevoie

Manager, Solutions Architecture - Startup Segment

- Continuously on-board, train, and develop new Solutions Architects
- Support Startups customers in their cloud adoption and digital transformation
- Lead the Startup Solutions Architects EMEA Internal Enablement program
- Lead the AWS Women in Cloud initiative aiming at building a safe space for women to share knowledge, acquire new skills, network and seek support.
- Public Speaking (How to successfully launch your MVP, Generative AI)

Dec 2020 - Nov 2022

Amazon Web Services, Courbevoie

Manager, Solutions Architecture - Enterprise Segment

- Direct management of 6 direct reports
- Continuously hire, on-board, train, and develop new Solutions Architects
- Support Enterprise customers in their cloud adoption and digital transformation
- Manage one of the 4 strategic pillar aiming to enhance and ease knowledge discovery and capture, sharing experience and continuous learning for Solutions Architects in France

Jun 2019 - Dec 2020

Amazon Web Services, Courbevoie

Customer Solutions Manager

- Focus on helping AWS Enterprise customers achieve desired business outcomes through their transformation program execution
- Define and manage Training plan for global IT staff (1500 people over 40 countries)
- Review the Cloud Business Office and its role within the Customer organization
- Manage an \$1,5M Migration Acceleration Program
- Manage account team's effectiveness and efficiency across portfolio of activities

Sept 2018 - May 2019

TotalEnergies | Total Global Services, Application & Solutions, Paris

Coordination and Service Management Lead

- Direct management of 16 internal resources and 20 contractors - Budget : 26 M€
- Manage Application support and Maintenance of ServiceNow platform (ITSM)
- Optimize and industrialize applicative support of ServiceNow
- Develop new IT and Enterprise Services Management solutions
- Coordinate operational relationship with internal customers of the division
- Define and implement Internal Service Offers
- Ensure global management of all RFP linked to SAP and ServiceNow platforms
- Drive continuous improvements regarding operational processes

Expertise

Management skills

- International & multicultural management
- Organizational and cultural change management
- Contract negotiations and Vendor's relationship management
- Budgeting and cost control
- Process and continuous Improvements

Program Management skills

- Agile and waterfall methodology
- Team building
- Leading transformations
- Strategic IT and business planning
- Excellent interpersonal, collaboration, and problem-solving skills
- Global technical and functional architecture

Technical skills

- Global knowledge of IT
- AWS Cloud Practitioner and Solutions Architect Associate certified
- Software: Asana, Salesforce, ServiceNow, Suite Office, SAP,
- Methods: ITIL, Lean Management, Agile methodology (OCTO Academy – 2018)

Experience

March 2017 - August 2018

TotalEnergies | Total Global Services, SAP Competency Center, Paris

Head of Service Management Department

- Direct management of 16 internals resources – Budget : 8 M€
- Define and Manage SAP Service Offers and provide day to day operational guidance
- Act as the link between Total internal customers and IT support teams
- Manage SAP division budget (70 M€) and financial savings (around 45 M€ over 3 years)
- Define and follow up improvement action plans for SAP Support Services
- Ensure change management coordination

Oct. 2015 - March 2017

TotalEnergies | Total Global Services, SAP Competency Center, Paris

Head of HR's SAP Management System

- Direct management of 5 internals – Budget: 6 M€
- Manage operational applicative support for all Group HR IS systems (SAP HCM)
- Lead transition for R&C and EP HR SAP systems maintenances to nearshore contract

Jan 2014 - Oct. 2015

TotalEnergies | Refining & Chemicals, SAP Competency Center, Paris

Transformation of the Group SAP Competency Centers Program

- R&C representative for the entire SAP Competency Center program
- Manage the Governance and operational processes workstream
- Participate to the SAP integration contract negotiation with Accenture

Jan 2014 - Oct. 2015

TotalEnergies | Refining & Chemicals, SAP Competency Center, Paris

Head of Service Management & Control Activities

- Direct management of 4 internals
- Define and implement organizational scheme, governance and operational processes
- Ensure SAP outsourcing contract compliance, and contract execution a
- Supervise Sarbanes-Oxley compliance of the SAP Division
- Build and manage SAP Division Annual budget (Annual Budget: 28,5 M€)

Dec 2012 - Dec 2013

TotalEnergies | Refining & Chemicals, SAP Competency Center, Paris

Program Manager, SAP Competency Center Reorganization

- Assess in depth SAP support model, maturity and alignment to market best practices
- Define target SAP support model (sourcing strategy and internal organization)
- Lead the transition and change management

Jan 2012 - Dec 2012

TotalEnergies | Refining & Chemicals, SAP Competency Center, Paris

Project Manager, SAP Competency Center

- Globalization and optimization of the monomers commercial activities processes within SAP (Budget: 1,5 M€, SAP modules: SD, MM, TSW, WebDynPro, Adobe Form)
 - Define and implement validation process for contracts, orders, and invoices
 - Implement a follow-up cockpit for all supply chain transactions

August 2006 - Jan 2012

TotalEnergies | Refining & Marketing, SAP Competency Center, Paris

SAP Project Manager (May 2010 - Jan 2012)

- Total Card transactions Information System renewal (budget: 750 k€)
- Enhance stability of Lubmarine IS and reduce IT maintenance costs: (budget: 490 k€)

Head of SAP Production Service (Dec 2008 – May 2010)

- Lead IT operational team with a 9 M€ budget (5 staffed employees + 15 contractors)
- Build SAP production team from ground up in Grenoble and ensure change management

Deputy SAP Production Service (may 2008 – Dec 2008)

- Define 2009 budget for SAP IT operation Service
- Develop major infrastructure projects , Define and follow-up improvement action plans

SAP Technical Project Leader (August 2006 – Nov 2007)

Jan 2004 - August 2006

SOGETI | Alcatel ICT Services Europe & South, Massy

IT Project Manager & Change Coordinator