Ralph PASTEL – Product Manager

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EU citizen – No sponsorship needed

Key Experience

- o 4 years experience as a Product Manager in Latana, a B2B SaaS Market Research company
- o 3 years experience coaching IT Project Managers to comply with CMMI and PMI's methodologies
- o 4 years as Software evolution and Test Manager in banking and Insurance industry (Axa and Groupama)
- o Extended exposure to international environment having worked in France, Australia, Germany, using different languages
- o 5 years working in agile environment

Work Experience

Product Manager – *Latana*

July 2019 – January 2024 // Berlin, Germany

Worked on the user interface of a B2B web app that displays clients' data with charts and dashboards.

- o Drove implementation of a customised onboarding solution (Decreased user direct request for help by 60%)
- o Conducted over 50 customer interviews as part of the continuous discovery efforts
- o Improved UI/UX of a client-facing interactive dashboard. User retention improved by 20%
- o Worked closely with stakeholders from Sales, Marketing and Tech to align on product priorities
- o Drove refactoring initiatives that increased performance, improved security updates and paid technical debt
- o Worked with a team of 12 developers on a complete redesign of our main App

Quality Assurance Engineer – *Latana*

May 2018 - June 2019 // Berlin, Germany
- o Developed and maintained quality assurance tests for backend and frontend
- o Reviewed test strategies to ensure coverage of unit, functional, performance, and acceptance testing

Relocation to Germany – May 2017 –> May 2018

Quality Assurance Facilitator – *BNP Paribas Securities Services*

April 2014 - April 2017 // Paris, France

Worked with a portfolio of IT projects. The main objective was to ensure that Quality Assurance processes were properly deployed within those projects and adhered to CMMI practices. I also worked on improving communication between internal departments.

Main responsibilities on the project:

- o Development and maintenance of Quality Assurance process for IT projects to set CMMI best practices
- o Coached CMMI, assist and control teams which are deploying CMMI practices
- o Performed regular audits to assess the maturity of the project and raise actions accordingly
- o Assisted teams which want to move from classic V-model development to Scrum methodology
- o Assisted Scrum Coach during deployment of Scrum methodology
- o Improvement loop: Shared good practices between projects and with Quality Assurance team

Software Tester & Project Manager – *Vizstone Pty Ltd*

Oct 2012 - March 2013 // Perth, Australia

Responsible for QA on a multi-platform streaming music project (web, iOS, Android). Project Manager on IT hardware installation & physical relocation for client. Business Analyst assistant on Internal Process Improvement projects

Customer Service Delivery Consultant – *Telstra*

March 2012 - June 2012 // Perth, Australia

Dealt with key customer account requests using Telstra's information systems. I was responsible for all modifications that key account clients needed on their fleet (mobile services, satellite services or internet services). I worked in a dedicated workgroup in tight collaboration with other teams (billing team, hardware ordering team, 2nd and 3rd level support team, etc.)

ICT Consultant, Business Analyst and Project Manager in software testing – *ALTRAN*

Nov 2007 - Oct 2011 // Paris, France

Participated in many projects for my main clients *Axa* and *Groupama* (Two major French global insurance groups).

Key achievements on the various projects:

o   Successfully delivered 7 QA projects that required 60-150 person-days to complete and 4 projects of approximately 250 person-days each
o   Improved team performance by integrating lessons learnt from previous projects in standard operating procedures: errors decreased by 10% to 15%
o   Reduced by 10% test-conception phases thanks to new process of reusability-of-existing test cases

Main responsibilities on the various projects:

o   Acted as the interface between technical development teams and end users on numerous software upgrade projects
o   Interviewed end users and management and elicited the functional requirements for software development
o   Conducted initial client interviews to determine project requirements and specifications, and preliminary cost estimates
o   Prepared and/or supervised detailed test plans, test cases, test execution, acceptance criteria & test scenarios, verification of work requests, and bug reports using defect-tracking tools
o   Liaised with developers and programmers to swiftly resolve defects

Key Skills

Languages:
o   French: Native
o   English: Fluent
o   German: B1 level
o   Creole: Native
o   Spanish: School level

Technical Skills:
o   Trello
o   Jira
o   SQL Queries
o   Figma & Balsamiq
o   Appcues
o   Amplitude
o   GitHub
o   Google Suite
o   MS Office
o   HTML, CSS, Javascript

Education:

Professional certifications

2021	Product Manager Certificate (Product School)
2017	Certified Associate in Project Management (CAPM)
2015	Professional Scrum Product Owner certified (PSPO I)

University

2006 – 2007	**Masters degree in IT and Communication Project Management –** University of Nantes *(France)*
2005 – 2006	**Honours degree in Project Management –** University of Nantes *(France)*
2004 – 2005	**Bachelors degree in Economic Sciences –** University of Nantes *(France)*
2001 – 2003	**Diploma of Higher Education in International Business –** Rennes Business School *(France)*

Personal Interests

Open source software: I worked as a volunteer for *Mozilla Europe* and *Mozfr* for 3 years.
Photography: I was in a traditional photography club in Martinique, in a street photography club in Paris - a hobby I still cherish.
Travelling: I travelled the word for 18 months in 2013. I have lived in three different countries each with a different language.

March 15, 2024