



## PATRICIA LAPIERRE

PROJECT MANAGER – PCO

### PERSONAL INFORMATION

#### Address

Montreal, Canada

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#### Nationality

Canadian

#### LinkedIn

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### SKILLS

|                          |           |
|--------------------------|-----------|
| Agile Project Management | ● ● ● ● ● |
| Smart Board              | ● ● ● ● ● |
| Microsoft Office         | ● ● ● ● ● |
| Ms Project               | ● ● ● ● ● |
| SQL                      | ● ● ● ● ● |
| Analytical Skills        | ● ● ● ● ● |
| Teamwork                 | ● ● ● ● ● |
| Leadership               | ● ● ● ● ● |
| Creative Problem Solving | ● ● ● ● ● |
| Organizational Skills    | ● ● ● ● ● |
| Time Management          | ● ● ● ● ● |
| Communication            | ● ● ● ● ● |
| Adaptability             | ● ● ● ● ● |

### LANGUAGES

|         |           |
|---------|-----------|
| French  | ● ● ● ● ● |
| English | ● ● ● ● ● |
| Spanish | ● ● ● ● ● |
| German  | ● ● ● ● ● |

### SYNTHESIS

- Postgraduate student in Cyber Security
- Master's in project management (M.G.P.)
- Traditional & Agile project management methodology
- Power BI, Smartsheet, SQL, MS Project, Microsoft Suite, Geographic Information System (GIS)
- Written and spoken languages: French & English

### EDUCATION

#### Postgraduate certificate in Cyber Security

Feb 2022 – Dec 2022

University of Essex (online)

#### Master's degree in Project Management

Sep 2018 – Feb 2021

École des sciences de la gestion – Université du Québec à Montréal, Montreal (Canada)

- 4th semester spent in exchange at Universität zu Köln, Germany

#### Bachelor's degree, double majors: Political Sciences & Human Geography

Concordia University, Montreal (Canada)

Sep 2009 – May 2013

- 5<sup>th</sup> & 6<sup>th</sup> semesters spent in exchange at Newcastle University, United Kingdom

### WORK EXPERIENCE

#### Project manager - Security

July 2022 – Now

Desjardins, Montreal (Canada)

In a financial institution, I am responsible for budgets, deadlines, and follow-ups of some projects in security. I manage availabilities and organize resources for those projects: human, financial, and material. I also identify threats and risks linked to those projects in a comprehensive risk management. I collaborate with different stakeholders: Product Owner, Scrum Master, Sponsor, Business Analyst, Lead infrastructure architect and others, in an Agile methodology. My projects are within the security sphere, mostly in fraud and in cybersecurity.

#### Project manager

March 2021 – June 2022

Traduction Serge Belair (TRSB), Montreal (Canada)

Receiving translation/revision/ requests and analyzing them. Determining client needs and project feasibility and profitability and recommending suitable solutions. Quoting, writing, and submitting estimates to clients, including deadlines, costs, and other project terms and conditions. Assigning work to competent resources. Following up on assigned projects by making sure that intermediate deadlines, final deadlines, and the budget are met and, where required, determining corrective measures, and making sure they are applied, then communicating with clients to notify them of any changes that were made. Solving problems related to projects or brought up by clients or stakeholders. Making sure clients are satisfied and helping build client loyalty. Invoicing projects.

**Project manager**

Sep 2020 – Feb 2021

Back Market, Bordeaux (France)

Lead customer care projects in an e-commerce business. Identified customers' needs for an easy user experience. Analyzed different existing models of customer service for possible improvements at Back Market. Prioritized and building digital solutions for customers in distress. Conceptualized, planned, and conducted data driven projects. Worked in a cross-disciplinary environment and collaborated with different stakeholders. Delivered projects on time to pass them to the operational team

**Lead project manager**

July 2019 – Nov 2020

Centre hospitalier de l'Université de Montréal, Montreal, Canada

As the lead project manager of a team of 6, I managed the scope of the project, as well as the budget and the schedule, and organized meetings, prepared dashboards, presentations, and analysis reports for the client. The mandate of the project was to develop and implement an IT tool (Smartsheet software) for monitoring the portfolio of Innovation and Artificial Intelligence projects for the University of Montreal Hospital Center. The team collected customer requirements, offered the best solution through co-creation of the tool via Agile Method, did a risk assessment and prepared a contingency plan

**Project manager**

May 2019 – Jan 2020

GCM Consultants, Montreal, Canada

As an intern, I revamped the internal audit procedure, updated the training, and created support tools. The second project I led was the development and implementation of an IT tool (Power BI software) with Agile Method, in the project services' department to monitor the engineering projects.

**Entrepreneur, co-owner & project manager**

June 2016 – Jan 2020

Artémis Élagage, Montreal, Canada

As an entrepreneur, I assessed the feasibility of the project, designed its business plan, performed the risk assessment associated with the business plan and annual operations. As a project manager, I carried out stakeholder analysis and adapted customer service, planned and executed the work, inventoried the equipment, made the necessary purchases, maintained the equipment, performed the annual financial statement. In order to obtain the objectives: deadline, quality and cost, I had to carry the tasks with leadership, clear and precise communication, and with confidence.

**Team Leader: Manual worker**

May 2011 – May 2019

City of Montreal, Montreal, Canada

Managed teams constituted of syndicate employees, planned, and executed the work, participated in the development of the borough's parks, maintained parks clean, answered citizens' questions about the city's programs.

**Shipping and logistic manager**

Olive &amp; Olives, Montreal, Canada

Jan 2008 – Sept 2010

Fromagerie Hamel, Montreal, Canada

June 2005 – Sept 2007

Organized and managed warehouses. When receiving merchandises, verified the quantity and quality of the products. When sending merchandises, ensured that right products were sent. Collaborated with the internal team for smooth and efficient coordination in the small space of work. Monitoring the progress of the deliveries and ensuring the clients' satisfaction when receiving their orders.

**REFERENCES**

References available on request