



## CONTACT

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Age: 33 ans  
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## PROFESSIONAL SKILLS

Test Script  
Test lead  
Software management and support  
MS Office (Word, PPT, Visio)  
Excel (TCD, VBA, PowerQuery)  
Process operation writing  
Sharepoint  
Customer relationship  
Web development  
COGNOS and ServiceNow

## PERSONAL SKILLS

Adaptability  
Curiosity  
Reliable and professional  
Stress Management  
Team spirit  
Fast learner  
Motivation  
Reactivity

## LANGUAGE

FRENCH : Native  
ENGLISH : Professionnal

## HOBBIES

Computer and News technologies  
Sports (soccer, rugby, basketball, bike, running)  
Music (guitar)  
Travels  
History

# VINCENT GUERET

## SYSTEM LEAD AND RETAIL OPERATION SUPPORT

### ABOUT ME

I am an IT enthusiast, with more than seven years of experience in different industries (Automotive, financial, Leasing ). I would like to and improve my knowledge and to offer my skills to a company which promotes agility and evolution in an IT environment

### WORK EXPERIENCE

#### TEST LEAD AND RETAIL OPERATION SUPPORT

Opel Bank (Stellantis group) | Jan 2021 - Now

- UAT test coordinator
- Test management and test lead (Regression and Sanity tests)
- Test script writing
- Test Lead
- Creation of an Invoice system generator ( Excel and VBA)
- Process documents creation

#### OPERATIONAL SOFTWARE LEADER

Opel Bank (Stellantis group) | May 2020 - Dec 2020

- IT support for Sales Account Managers
- Software support and settings management
- Test Management ( Team leader in test session)
- IT Service desk Management system creation (EXCEL)
- Deployment Automation Data and letter management
- Data management and Software management
- Projects development ( IT Service Desk Management system with Excel and VBA)

#### SALES ASSISTANT AND CUSTOMER SERVICES

Rcibanque (Renault Group) | Jul 2015 - Jan 2020

- Contract conformity
- Dealer relation
- Customer relationship
- Litigation management

#### CUSTOMER SERVICES REPRESENTATIVE

HP (For Opel Brand) | oct 2014 - Jun 2015

- Customer relationship and litigation management
- CRM - onDemand software (ORACLE) key User

#### CAR SHARING OPERATIONAL SUPPORT

ALPHABET ( BMW group) | Mar 2014 - Aug 2014

- CarSharing fleet management
- Operational system (booking website and car software maintenance)
- Customer and user relationship
- Provider service control and SLA management
- Customer relationship and car fleet report
- Process writer and provider relationship
- Reporting

#### SALES ASSISTANT

Arval (Groupe BNP) | sept 2013 - jan 2014

- Delivery management and sales assistant (UGAP fleet)
- Customer relationship
- Excel reporting

### EDUCATION

BACHELOR Marketing and international businesses  
EFHC | 2011 - 2012

BTS Management Unités Commerciales  
IFIDE METZ | 2009 - 2011