

Sébastien DUCO

29 years old

French nationality

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EXPECTED SALARY: To be discussed

AVAILABLE ASAP / WILLING TO TRAVEL

SUMMARY

KEYWORDS: #PROJECTMANAGEMENT #TEAMMANAGEMENT #QUALITYIMPROVEMENT #PRODUCTIONFORECAST

- 4+ years in Projects coordination and quality control
- Experienced in projects planning, statistics establishing, production forecasting
- 2 years team Management in France
- Able to work as a project leader as well as an effective team player
- Various fields (Life Insurance/Telecommunication/Aeronautical/Consultant/Finance)

PROFESSIONAL EXPERIENCES

May 15 – Sept. 15: **IT PROJECT COORDINATOR (AGILE), HOTELQUICKLY LTD**, Bangkok (Thailand)
HotelQuickly saves travelers time and money by offering dynamic deals at the best hotels in Asia-Pacific



- Coordinate external activity from a development team in India
- Follow current developments (IOS, Android) and share the updates
- Migrate emails send to Customers/Hotels from the Backend to Sendgrid®
- Code emails in HTML (almost 150 different emails)
- Insure that the improved content has been copy-writed
- Coordinate translations in 9 language for App developments
- Organize Project reviews

Feb 15 – Mar. 15: **PRODUCTION ANALYST, MALAKOFF-MEDERIC**, Paris (France)
Malakoff-Mederic is a leader for life insurance in France.



- Control Employee Production (quality and quantity)
- Develop control tools to check the lump-sum (for death or invalidity)
- Establish statistics to measure Employee Productivity

June 13 – Jan. 15: **QUALITY ANALYST, FREE (ILIAD)**, Paris (France)
Free is a company for home internet service providing the fastest bandwidth with optical fiber technology.



- Establish metrics to track current production (quality and quantity)
- Develop improvement plans to increase productivity and quality
- Trend and plan the production forecast
- Facilitate meetings to monitor project
- Communicate results to the Direction Board
- Manage a team of 8 technicians (2600 operations/week)
- Prepare procedures to define the production guidelines
- Promote the best practices exchange between production teams
- Control technicians working hours and follow deviations

Sept.11 – Nov.12: **JUNIOR PROJECT MANAGER, AIRCELLE (SAFRAN)**, (France)
Aircelle is an industry aeronautical worldwide leader for engine nacelles from jets to largest airliners.



- Participate in the harmonization Project Management Programs
- Implement procedures and standards related to project
- Ensure the compliance of Quality Management System procedures
- Create training manuals for employees (printed and distributed 5,000 copies)
- Perform teams training to changes
- Provide local support to facilitate the use of referential
- Develop survey employee satisfaction communication and project deployment

April 11 – July 11: **CONSULTANT IN QUALITY, REOR**, (France)
REOR is a consulting firm specialized in change Management especially in health sector



- Assist Internal Audits with quality and risk management of Paris Hospitals (AP-HP)
- Interview of 60 Hospital Managers in order to write a benchmark published

Sept.2009 – Aug. 2010: **BANKING CUSTOMER SERVICE ADVISOR, BANQUE POPULAIRE**, (France)
The 4th biggest Bank in France, first best bank for 'under 50 employees' companies in France



- Deal with enquiries
- Promote and sell financial products and services to customers
- Help customers with loan and mortgage applications
- Use a computerized system to update account details
- Process cheque, cash and direct debit payments and withdrawals

EDUCATION

November 2012: **MASTER IN QUALITY MANAGEMENT (MQCA)** – « Passed with Honors » **(2 years)**
High Institute of Management, University of Versailles (France)
<http://www.master-mqca.uvsq.fr/>



#5 Ranking Best Masters in Quality in France
<http://www.meilleurs-masters.com/master-qualite.html>

December 2011: **Seminary « MARKETING AND QUALITY »**, Georgetown University, Washington DC (USA)

September 2010: **LICENCE DEGREE, BANKING-FINANCE-INSURANCE (3 years)**
High Institute of Management, University of Versailles (France)

LANGUAGE AND COMPUTER SKILLS

FRENCH: Native **GERMAN:** Conversational **ENGLISH:** Fluent (**TOEIC 865**)

COMPUTER SKILLS: Advanced **Excel** Skills, MS Office 2013, Salesforce, Visio, MS Project 2013, ARIS

QUALITY TOOLS: AMDEC, 8D, Value Stream Mapping, Pareto, Ishikawa, Standards ISO9001 and AS/EN9100

HOBBIES

Sports: Rugby (Competition during 11 years), Soccer, Running (Half Marathon of Paris '15)

Traveling: Europe, Asia (Thailand, Cambodia, Hong-Kong, Indonesia, Laos, Myanmar, Philippines, Sri-Lanka) Australia, United-States of America, Dominican Republic, Africa (Tunisia, Morocco)