

Emile Pommier

Technical Product Manager & Customer Success at Lumen Technologies

Contact

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Education

Toulouse Business School

Advanced Master
Management of Technological Innovation

ECAM Lyon

Master's degree Ingénieur
Arts et Métiers

Computing & Software

Master

Docker
HTML
CSS
JavaScript
Git
Atlassian (Jira/Confluence)
GitHub Projects
aha!
Figma
MS Office
CAO - SolidWorks, PTC Creo, Catia V5

Methodology

Master

Scrum
Kanban

Languages

English (Full professional)
French (Native or bilingual)

Interests

Smart Home

Watchmaking

Blacksmithing

Summary

Product Management | Product Owner | Customer Success Manager | Management of Innovation

Experience

Lumen Technologies

01/2022 - Present

Product Manager - Customer Success Manager

Responsible for the CDN Load Balancer product and the customer relations related to the presentation and integration of our products.

- (PM) Product Roadmap & Vision
- (PM) Feature PRD writing and high level technical definitions
- (PM) KPIs definition and tracking
- (PM) Market and competitors research
- (CS) Maintaining the best customer and partner relationship possible
- (CS) In charge of products presentation during trade shows and for all our new prospects
- (CS) In charge of customers relations from on-boarding, to POC, to production deployment
- (CS) In charge of all the customer support and operational
- (CS) Supporting Sales and Pre-sales teams answering public offers

Streamroot

01/2018 - 01/2022

Technical Product Manager - Product Owner

Responsible for the CDN Load Balancer product and the compatibility of our SDK across all product line (Mesh delivery, eCDN, Load Balancer). Product Owner of the Client team (Web plugins, Android and iOS SDKs, Windows/Xbox SDK), developing 3 different products in Scrum and Kanban.

- (PM) Product Roadmap & Vision
- (PM) Feature PRD writing and high level technical definitions
- (PM) KPIs definition and tracking
- (PM) Market and competitors research
- (PM) Creation of public documentation and materials for marketing and sales teams
- (PM) Creation of materials for internal knowledge sharing
- (PM) Product and technical (video streaming and player ecosystem) trainings to newcomers
- (PO) Weekly planning and daily follow-up
- (PO) Scrum events (Sprint Planning, Scrum Daily, Sprint Review, Sprint Retrospective)
- (PO) Backlog grooming
- (PO) Functional validation of features
- (PO) Release management
- (PO) Bugs qualification, prioritization and follow up

Netatmo

07/2016 - 06/2017

Product Manager

Help to manage the development of a solution composed of new in-wall smart switches & power outlets. They allow to remotely control lights, rolling shutters & home appliances from your smartphone or via voice control.

- Coordination of the works of several teams of different trades
- Work with the hardware development team (mechanics & electronics)
- Work with the embedded software development, backend & frontend teams
- Participate in the applications' development & design (iOS & Android)
- Assist the supply chain & industrialization team

Cartier

08/2014 - 07/2015

R&D Engineer - Test Manager

Improving tooling for watch part stamping.

- Increase the life of stamping tools by optimizing heat treatments, trying new steels and coatings - increase up to 3 times lifetime and reduction in machining costs.
- Research new technologies to achieve cleaning, annealing and lubrication of stamped components

