Emile Pommier

Technical Product Manager & Customer Success at Lumen Technologies

About

📍 Paris, France

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in emilepommier

Computing

Master

Docker HTML CSS
JavaScript Git

Software

Master

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

Self-Hosting
IoT

Watchmaking

Blacksmithing

Summary

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

Experience

Lumen Technologies
01/2022 - Present

Product Management, Customer Success and Operational management.
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
- (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
- (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 operationals
- (CS) Supporting Sales and Pre-sales teams answering public offers

Streamroot
01/2018 - 01/2022

Product Manager for Compatibility and Product Owner for CDN Load Balancer
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.

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- (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 assistant for a new solution in partnership with Legrand.
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

Education

Toulouse Business School

09/2015 - 07/2016

Toulouse, France

Advanced Master Management of Technological Innovation

ECAM Lyon

09/2009 - 01/2015

Lyon, France

Master's degree Ingénieur Arts et Métiers

Ecole professionnelle de Porrentruy

01/2015 - 07/2015

Porrentruy, Swiss

Introductory course in watchmaking