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*The ideal position would be one where I could combine both my communications skills and passion for technology to deliver a product focused on a thorough understanding of customer needs*

## Experience

**Adapt Centre**, Dublin, Ireland

July 2017 - ...

Product Coordinator

I nurture and strengthen relationships with Industry Partners and address their business challenges through the identification and application of ADAPT research expertise and through effective project management.

Part of my project management responsibilities includes:

- Within ADAPT's Agile environment, work closely with the customer and /or Product Owner and Software Developer(s) to understand customer requirements and priorities and ensure these are aligned with the research and software development teams' activities.
- Ensure integration between research outputs and industry platforms
- Manage the project backlog.
- Ensure intellectual property assets are managed appropriately – ensuring industry partner confidentiality as needed.
- Assist in driving the innovation pipeline from Platform Research to Targeted Projects while developing and nurturing the relationship with the Platform Research Management Team
- Participate in the creation of ADAPT innovation academy

**GoEPIC**, Kildare, Ireland

July 2017 - ...

Innovation consultant, Director

GoEPIC is the trading name for Eric Paquin Innovation Consultant.

I work in partnership with enterprises big and small to analyse, implement or improve custom innovation processes and business strategies. I keep a focus on education to enable clients to sustain and iterate these models on their own

**Microsoft**, Dublin, Ireland

Feb. 2015 – May 2017

Program Manager, OneNote and Education

Ensure the products are ready for deployment globally  
Drive international product innovation to increase market share  
Drive activities to increase awareness in the Education sector.  
Specialize and grow deeper skills in the customer experience telemetry  
Innovate towards a more streamlined workflow  
Leverage best practices and knowledge in a more rapid way  
Manage more flexible resource balancing across our team as the app landscape evolves.

	<b>Experience (continued)</b>
<b>Microsoft</b> , Dublin, Ireland November 2004 – Feb. 2015 International Project Manager, European Mac Products	Manage all phases of highly complex localization projects on both short and long term schedules including managing a budget of ~\$1.5M. Contribute to product development and usability through dogfood, specifications, UI review and white papers. Drive the awareness of international issues within the US team Manage the European Beta Program for Mac liaising with a small set of customers and MVP (Most Valuable Professional) Work closely with US PM and developers on feature design and implementation and providing international customer feedback Design and deliver product and platform training to customers and partners Maintain and build good relationship with our subsidiaries by partnering with them in creating and delivering presentations for product launches, press conferences and major customer events such as Apple Expo, MacWorld, Brussels Design Conference. Participated in social forums and blogs
June 1999 – Nov. 2004 Test Team Lead, European Mac Products	Managed a team of experienced STEs' through all the phases of testing and drove their career development. Constantly review existing processes to identify areas for improvements. Manage the testing budget (~\$500K). Establish good communications with our subsidiary markets to respond quickly to customer feedback. Trained and supported subsidiaries and local PSS. Participated in major customer events such as Apple Expo.
<b>Corel Corporation</b> , Dublin, Ireland Feb. 1998 - June 1999 Team Lead, European Mac Products	Lead a team of Quality Assistants through the testing phase of a product. Delivered a localized Macintosh product of the highest quality. Improved established testing processes.
Oct. 1996 - Feb. 98 Localization Test Engineer	Thoroughly tested the localized versions of a graphics product suite. Scheduled and prepared each step of the localization testing of a new product. Trained people from different departments on Mac OS and various software packages.
<b>Cedrom-Sni</b> , Montréal, Québec (Canada) 1995 -1996 Internet technical adviser	Planned the implementation and automation of web production of our customers. Wrote business proposals to increase market share. Supervised a team of engineers developing the products.
<b>PSP Inc.</b> , Montréal, Québec (Canada) 1994 – 1995 Vice-president, communications	Organized the promotion and advertising of an online and printed fashion magazine. Planned advertising revenues and expenses. Developed a business plan. Dealt with potential investors and government institutions. Developed the magazine website

## Education

2017 - 2018	<i>Dublin Institute of Technology</i> MSc in Product Management Thesis: Experience-led strategy: the role of Design Thinking in Strategy making
2016 - 2017	Postgraduate Diploma in Product Management
2005 - 2006	<i>University College Dublin</i> Certificate in Technology Management and Innovation
1990 - 1993	<i>University of Montréal, Montréal, Québec (Canada )</i> B.A., Communication Science, Education in Communication science, technology, multimedia and psychology.
1987 - 1989	<i>Jean-de-Brébeuf College, Montréal, Québec (Canada)</i> Diploma in Letters and Communications, General education in communications techniques including television, cinema, photography and marketing.

## Achievements

2018	Program Manager on DatSci - Best Contribution to Data Science in an Academic Research Body winning project
2017	ProductCamp - Best Presentation
2015	Global Readiness Outstanding Contributor
2012	One Microsoft Award
	Noteworthy
	Growth Mindset adept
	Involved in the deployment of Scenario-Focused Engineering within Microsoft
	Internal and Partner training across EMEA on our Mac products (including Apple Stores), 2000-2014
	Regular presenter at Apple Expo and MacWorld
	Apple Guest speaker on productivity with Microsoft products at Apple Expo 2008, Paris