

JEANNE PENG

PMP CERTIFIED PROJECT MANAGER

Experienced project manager, with a rich software project management background and graphic facilitation skills, is keen to work within a dynamic team in an international working context for a customer-centric project.



CONTACT

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DIPLOMAS

Polytech' Paris-Saclay (ex Polytech' Paris-Sud)

MASTER'S DEGREE IN ELECTRONIC
ENGINEERING

SDUST (Shandong University of Science and Technology, China)

BACHELOR DEGREE IN AUTOMATION
ENGINEERING

LANGUAGES

English: C1 Fluent

French: C2 Bilingual

Chinese Mandarin: C2 Native

SKILLS

- Project management
- UX/UI Design
- Product management
- Test Strategy
- Workshops animation
- Graphic facilitation
- Agile methodology
- Mindmapping
- Multicultural management
- Training and coaching
- Collective intelligence
- Autodidact

TOOLS & TECHNOLOGIES

- Project management related: MS Project, Visio, Excel
- UX/UI Design related: Adobe suites (XD, photoshop, illustrator), Figma, Sketch, Marvel app, Balsamiq
- Product management with agile related: JIRA, Confluence, Trello
- Test management related: HPQC, Testlink
- Test automation related: Robot framework, Selenium, Cucumber
- Set-top box related: DVB, OTT, VOD
- Web marketing related: Google Analytics, Facebook Business Manager
- Programming languages: HTML, CSS, Javascript, C, C++, JAVA, Perl, SQL

PROFESSIONAL CERTIFICATIONS

PMP (Project Management Professional)

CERTIFIED IN 2019

ISTQB (International Software Testing Qualifications Board) Foundation level

CERTIFIED IN 2013

TRAINING

Careerfoundry

ADVANCED UX DESIGN PROGRAM
(CERTIFIED IN 2021)

Axelimage

GRAPHIC FACILITATION (2020)

Openclassrooms

UX DESIGN, DESIGN THINKING,
STORYTELLING

Satisfice

RAPID SOFTWARE TESTING (2014)

Kalistick

THE WHOLE TEAM APPROACH TO AGILE
TESTING (2013)

CONFERENCES

Speaker at Better Software Conference West

LAS VEGAS, USA IN 2014

SUBJECT: SPICE YOUR TEST PLANS
WITH MINDMAPS
This conference aims to share
innovative and creative methodologies
to improve the quality of tests in
using Mindmapping, Heuristics, User
personas and Exploratory Testing.

PERSONALITY

- Creative
- Proactive
- Rigorous
- Persevering
- Adaptable
- Curious
- Benevolent
- Open-minded
- Out-side box
- Modest
- Generous
- Empathetic

INTERESTS

Drawing, Meditation, Reading personal
development books, Life learning,
Ukulele

PROFESSIONAL EXPERIENCES

IS Project Manager and Digital Transformation Manager

Openclassrooms- 2. 2022 to now

- Providing better SaaS user experiences to internal and external users of Openclassrooms
- Managing major projects in digital transformation across the company and with external partners and customers, supporting agile transformation projects across the Business Technology team and acting as subject matter experts in the creation of a training path with Learning design team
- Gained full satisfaction from all stakeholders throughout the projects

Software Project Manager and Transformation Manager

IT Link - 10. 2020 to 2.2022

- Brought about bespoke digital transformation solutions enabling all teams to use the company's tools and platforms up-to-date. Conducted 20 stakeholders interviews to determine needs and identify pain points and researched existing solutions to inspire compatible ideas. Implemented and coordinated with the others to make sure the transition was seamless and circulated the approach throughout the company.
- Delivered products of high quality, up-to-date technology within a short timeline to worldwide telecom companies. Defined competitive project's roadmap, coordinated with international stakeholders, clarified complex functional and technical specifications, and verified quality assurance. First in the market to integrate a complex 3rd party feature.

Transversal Manager of Digital Projects

Bouygues Telecom - 9. 2017 to 9.2019

- Transformed the information system of the company's customer care services for the purpose of providing the best user experiences in the market.
- Interviewed the customer services agents to understand their needs and pain points, interpreted the needs into specifications, and established software delivery and testing strategy to guarantee the time-to-market and the project's quality.
- Refined numerous functionalities linked to customer care services reducing customer complaints by 50%.

For more experiences, please consult my LinkedIn profile at:
<https://www.linkedin.com/in/jeannepeng>

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