




Sebastien Roh

Senior Programme Manager | Scrum Master | Business Analyst | Insights Analyst

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PERSONAL SUMMARY

I'm a self-motivated, innovative and solution-oriented manager with twelve years of digital transformation, data analytics, project management and international experience, specialising in business improvement with a keen interest in financial services, business intelligence and product development. I have a master's degree in management, strong analytical skills and a digital mindset.

WORK EXPERIENCE

Senior digital / data programme manager

Apr 2018 – Dec 2019

BNP Paribas Switzerland

Geneva, Switzerland

Strategy & Digital Management Division | International Financial Services | Corporate & Institutional Banking

Implementing and leading the data programme, solving issues and streamlining processes, fostering change and a data-driven organization, empowering end-users through self-analytics, managing a team of analysts / developers and offering new ways to make data and advanced analytics valuable

Key responsibilities

- Team leader / scrum master / product owner (Agile framework to reduce Time-to-Market, product backlog)
- Fostering commercial animation and digital transformation (for Wealth Management, Specialized Trade Solutions, Corporate and Institutional Banking, Finance, Compliance, etc.)
- Design experience (HTML/CSS/JavaScript mock-ups and rapid prototyping, MVP)
- Bringing value to the business through analytics (adoption of self-service BI) and the use of new technologies
- Enabling data driven insights and decisions through state-of-the-art dashboards and web apps
- Data extraction (ETL, Alteryx), data manipulation, data analysis, data visualization, data governance
- Report automation (Risk Appetite Statements, Compliance's Anti-Money Laundering, KYC, monitoring tool for ALM's intraday liquidity management, etc.)
- Ability to communicate appropriately with both Business and Technology
- Middleman between developers and end-users
- Identifying customer needs / workshops with stakeholders / training sessions / workforce upskilling
- Liaising with stakeholders and offshore development sites in Asia | stakeholder management
- Communicating data-driven discoveries using appealing technologies
- Defining ROI for new data initiatives and projects
- Presenting results to senior managers during Steering Committees
- Marketing our successes to other group entities (Hong Kong, Singapore, Luxembourg, Monaco, Paris)
- Technology/trends monitoring
- Keeping an eye on the next big thing in tech innovation

Accomplishments

- Successfully developed and implemented a new marketing tool to track commercial action plans, fostering self-analytics, reducing Relationship Managers' non value added activities
- Successfully implemented automated reports, eliminating non value added activities and giving the right people the right information at the right time
- Making use of free and Open Source Business Intelligence libraries rather than proprietary solutions (such as Qlik Sense or Tableau) for automated reporting, slashing license fees
- Successfully oversaw a team of 3 to 4 data analysts and developers
- Applying agile methodology, reducing Time-to-Market and improving responsiveness

Managing and enhancing the processes of collecting, analysing and updating information on Olympic Committees, disseminating geopolitical analyses and data-driven discoveries, liaising with stakeholders on a regular basis and promoting digital transformation within the organization

Key responsibilities

- **Knowledge Management | Content Management**
 - Facilitate information retrieval by developing and maintaining a tailor-made database to store quantitative and qualitative data on our members (financial, statistical, biographical, World Bank datasets, etc.)
 - Management of digital assets (via SharePoint)
 - CMS / CRM
- **Business Intelligence**
 - Development of data visualisation tools / dashboards / KPIs to disseminate insights to stakeholders
 - Quantitative and qualitative data collection (from 206 countries/territories) through an online platform
 - Data analytics (build reports, queries, spreadsheets using Google Charts, d3.js, Chart.js, SQL, etc.)
 - Web analytics / Digital marketing / Excel guru
- **Reporting**
 - Conducting geopolitical analyses and producing key insights/reports for the President and IOC top brass
 - Development of a web-based generator of country factsheets (key insights, information of interest, etc.)
 - Storytelling: communicating data-driven discoveries
- **Consulting**
 - Providing technical assistance and knowledge to the 206 National Olympic Committees (NOCs)
 - Assessing NOCs' strengths, weaknesses, needs, challenges and progress (data-driven approach)
 - Participation in the implementation of an online good governance tool for our members
 - Project specification for a new extranet related to Games preparation (fast, responsive, user-friendly)
- **International Relations | Communication | Customer Relations**
 - Liaising with international clients and web/communication agencies in English, French and Spanish
 - Implementation, management and improvement of newsletter campaigns (CRM, campaignmonitor.com)
 - Training sessions for staff and stakeholders (making technical subjects easy to understand for everyone)

Accomplishments

- Got rid of manual interventions by implementing automated reports that used to take hours to generate
- Led digital transformation by fostering the adoption of digital and online solutions (e.g. email marketing, cloud services, Google Apps, etc.), increasing efficiency and effectiveness
- Increased surveys' response rate by 58% by developing an online version
- Increased surveys' completion rate by 30% by improving user experience and interface

Marketing intern**Owens-Illinois Inc.**, Innovation & New Product Development, Sales & Marketing

Jun 2013 – Dec 2013

Lausanne area, Switzerland

Providing support to develop and enhance digital communication, marketing programmes and operations management (e.g. bottlenecks identification).

Key responsibilities

- Merging spreadsheets and crunching data to understand and reduce supply chain lead time
- Preparation and improvement of KPI and NPD revenue reports for the marketing director (SAP BW reports)
- Monitoring of new product launches (on social media, in press releases, newsletter hits, etc.)
- Market analysis (use of global market research databases such as euromonitor to spot future trends)
- Supporting the team in product management activities
- Preparation of newsletters for the European market (collaborating with the brand and European marketing managers and communication agencies)

Accomplishments

- Significant lead time reduction by finding out bottlenecks in the mould delivery, which improved the time to market for finished goods

Foreign service officer**Consulates General of Switzerland**

Jan 2008 – Dec 2010

Barcelona, Spain / Vancouver BC, Canada

Processing consular documents and liaising with the relevant local authorities, issuing visas, helping out Swiss nationals when any problems arise and promoting the visibility of Switzerland abroad

Key responsibilities

- Visa officer (assessing and processing applications for work/student/tourist visas, conducting interviews, etc.)
- Providing consular services and assistance to Swiss nationals
- Handling correspondences in English, French, Spanish and German such as phone calls, letters and mails
- Managing book keeping, budget and payroll
- Liaising with the Swiss community abroad, attending meetings and official ceremonies
- Improving the travel advice portal by leveraging the use of social media (push communication)
- Event management (involved in events organised by the Swiss Business Hub in Barcelona, the House of Switzerland during the 2010 Olympics and the Swiss Canadian Chamber of Commerce)
- Media monitoring

Accomplishments

- Streamlining the visa application process by digitising the whole process and by launching an online portal, making the representation more efficient and effective by employing faster and simpler working methods (e.g. use of new technologies, eradicating phone calls, etc.)
- Digitisation of some foreign office services (e.g. skype implemented, proposition of a new app), facilitating the way Swiss travelers can get in touch with government authorities

Full stack web developer**Ergopix.com**, web agency / start-up

Feb 2007 – Dec 2007

Lausanne area, Switzerland

*Developing a web app as well as handling all the work of databases, servers, systems engineering, and clients***Key responsibilities**

- Development of a podcasting hosting platform (from concept to launch)
- Data / database modelling (MySQL)
- Object-oriented programming
- Client-side (Ajax / JavaScript) & server side programming (PHP 5)

Accomplishments

- Putting in place a platform in use by a large panel of Small and Medium Enterprises as well as individuals

EDUCATION

- Master of Science (MSc) in Management***, Faculty of Business and Economics, HEC Lausanne 2011 – 2013
- Subject area: International Management
 - Courses: Advanced Corporate Finance, Business Environment in Emerging Markets, Advanced Managerial Accounting and Control Systems, Competitive Strategy, etc.
 - Exchange semester: Universidad de Belgrano, Buenos Aires
* *Financial Times Masters in Management Ranking 2012 (20th)*
- Bachelor of Science (BSc) HES-SO in Media Engineering**, University of Applied Sciences, Lausanne 2003 – 2007
- Subject area: IT Management
- Computer Scientist**, Swisscom Ltd*, Sion 1998 – 2002
- Apprenticeship
* *Switzerland's leading telecom provider*

CERTIFICATION

- AWS Certified Cloud Practitioner**, Amazon Web Services (AWS), [see credential](#) May 2020
- Professional Scrum Master**, Scrum.org, credential ID 524854, [see credential](#) Apr 2020
- Python Programming Course**: Data Analytics, University of Sydney Jan 2020

COMPUTER SKILLS

Online marketing tools	Google Analytics, Campaign Monitor, CRM, SEO/SEM, Google Tools, survey tools
Data visualization tools	Qlik Sense, Tableau, d3.js, Google Charts, Chart.js
Cloud computing	AWS (Certified Cloud Practitioner), Jelastic Cloud
Web development	HTML, CSS, JSON, XML, Bootstrap, jQuery
Programming languages	PHP, JavaScript, SQL, Python
Databases	relational (MySQL, PostgreSQL, etc.), NoSQL (DynamoDB, MongoDB)
Statistical software	Stata (statistical tests), SPSS (factor/cluster analysis), XLSTAT (CBC models)
Collaborative tools	SharePoint, Jira, GitHub, Favro, Office 365, WordPress
Data Integration Platform ETL	Alteryx, Talend
Other applications	SAP (BW reporting), Photoshop, Illustrator, Excel, Word, PowerPoint, MapInfo

LANGUAGES

French	Mother tongue		
English	Full professional proficiency <i>10 years+ work experience in English</i>	Certificate in Advanced English	(level C2)
Spanish	Full professional proficiency <i>1 year in Barcelona, 6 months in Buenos Aires</i>	DELE intermedio Cervantes	(level B2/C1)
German	Professional working proficiency <i>3 years at the Federal Department of Foreign Affairs</i>	Goethe Zertifikat Deutsch	(level B2)