Michel Navarro

Field Service Senior Business Consultant

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Nationalities: French, British

PROFESSIONAL EXPERIENCE

Stibo Systems, United Kingdom   01.19 > Present

Senior Application Consultant   **13 Months**
Client: Walgreens, Boots, Auchan   02.19 > present
Project: STEP, Web UIs
Solution: Product MDM (Master Data Management)
- Define Best Practices for clients in terms of STEP and Data Management (MDM). Interface and Reporting configurations.
- Assisting Accenture team (partner) on STEP implementation and training the team.

Astea International, Maidenhead, United Kingdom   12.11 > 12.18

Senior Business Consultant   **13 Months**
Client: record, Carrier, Waterlogic, JG Pest Control, Stanley   02.17 > present
Project: Astea Alliance Implementation, Project Upgrade
Solution: Field Service modules covering the following key domains - Workforce Planning, Scheduling and Dispatching, Supply Chain, Logistics & Order Management, Routing & Guidance for field work force
Technology: Astea Alliance (SOA, **.**Net), Astea Mobile (IOS App, Angular)
- Preparing requirements following Discovery meetings and input from clients.
  Lead design workshops and collaborate in the solution design of Field Service system implementations. Raising gap list, advising on customisation needed and Master Data Management (MDM), providing workarounds using embedded application features.
- Organising, categorising and drafting solution documentation. Presenting solution to managers.
- Building solution based on requirements and deploy it for UAT testing.
- Preparing training materials and delivering training to service provider end users.
- Advising, preparing and executing cut-over procedures for Field Service system deployments as identified by project team, including guidelines and checklists developed for deployment.
- Assisting with Go-Live and Post-implementation support.

Business Consultant   **12 Months**
Client: record, France   01.16 > 01.17
Project: Astea Alliance Implementation
Solution: Contract Management, Field Service, Logistics, Mobility, Reports, Integration with Infor M3
Technology: Astea Alliance (Service Oriented Architecture (SOA), **.**Net), Astea Mobile Universal (IOS App)
- Roll out to other countries: Business process workshop, global application settings, country business solution

Business Consultant   **13 Months**
Client: record, France   12.14 > 01.16
Project: Astea Alliance Implementation
Solution: Contract Management, Field Service, Logistics, Mobility, Reports, Integration with Infor M3
Technology: Astea Alliance (Service Oriented Architecture (SOA), **.**Net), Astea Mobile Universal (IOS App)
- Attending Business Process workshops and drafting Business Process document
- Prototype design using Master Data sample collected during Process workshops
- Participating on solution prototype workshops to capture new requirements, gaps and document the final solution
- Gap analysis, liaising with technical team to get High Level Estimates
- Drafting integration specification document, Master Data Management between Astea Alliance and Infor M3
- Go-Live customer support

Business Consultant   **20 Months**
Client: Waterlogic, Norway and Gunnebo UK, United Kingdom   04.13 > 12.14
Project: Astea Alliance Implementation
Solution: Contract Management, Field Service, Logistics, Integration

Technology: Astea Alliance (Service Oriented Architecture (SOA), **.**Net), Astea Mobile Universal (IOS App)
- Solution prototype design using basic sample data collected during Discovery session.
- Presenting solution prototype and workshops for initial implementation
- Training delivered based on Solution Prototype
- Drafting Solution documents
- Master Data Management (MDM): Presenting Data Mapping process and guiding Data Mapping workshop
- Creating Master Data Import templates
- UAT and Go-Live customer support
- Designing, testing Standard AX Connector between Astea Alliance and Microsoft Dynamics AX 2012 R2
- Drafting AX Connector Integration solution document using Scribe server

Business Consultant — 13 Months

Clients: Phoenix, ARX, Carrier, ATS Euromaster — 12.11 > 04.13
Solution: Service Lifecycle Management, supporting workforce and asset management
Technology: Service Oriented Architecture (SOA), .Net and Astea's technology (Astea Alliance, Service Vision)
- Define Best Practices for clients in terms of Astea Products and Master Data Management (MDM).
- Analyzing clients' business requirements and application objectives.
- Providing assistance with issue reporting, issue follow-up, patch delivery and testing.
- Acting as a liaison between the client and the company. Provides feedback to the technical support organization about potential product issues and client enhancements.
- Train clients and/or end users on the application.
- Help the client create end-user documentation and other documentation to support the new or redesigned business processes.
- Works with Project Manager to prepare status reports on all project activities.

Steria France, Issy-Les-Moulineaux, France — 09.06 > 11.11

ERP Consultant (Technical and Functional) — 15 Months

Client: Ministry of Education | Paris | France — 02.10 > 11.11
Project: siRHen
Technology: Service Oriented Architecture (SOA) Human Resource and Payroll
- Design and modelling (in UML) of client requirements using Rational Software Modeler (RSM).
- Drafting and updating of general and detailed technical specification documents and storyboards.
- Template and design document generation using SODA Rational.
- Master Data Management (MDM) (assist with data preparation for various testing phases) SQL scripts.
- DB2 database maintenance & database modelling (Merise, UML) with Power AMC.
- Application development in J2EE, Java, JSP using JSF, Spring and Hibernate frameworks with MyEclipse.
- Testing the services generated and developed in Java using soapUI.
- Management of developers (task planning and training).
- Making client presentations and leading design workshops.

ERP Consultant (Technical and Functional) — 23 Months

Client: France Telecom | Paris | France — 02.08 > 01.10
Project: Implementation of PeopleSoft Human Resources and Payroll for the public sector.
Technology: PeopleSoft Human Resources and Payroll
- Evaluation of client requirements and leading design workshops.
- Drafting of general and detailed technical specification documents.
- Development of target solutions and estimation of resource requirements.
- Implementation of input output interfaces in PeopleCode and SQL using PeopleTools (Application Engine and FileLayout), and Data Mover Script.
- Mentoring team members in the use of various performance project delivery procedures.
- Validation of developer code and establishment of client delivery procedures.
- Drafting of data quality and follow-up tests using Quality Center.

ERP Consultant (Technical) — 7 Months

Client: Ministry of Agriculture and Fisheries | Paris | France — 06.07 > 01.08
Project: INRA TMA (S2I Finance System)
Technology: PeopleSoft Finance (Purchase order PO, GL, AP), Oracle, PeopleTools
- Setting up Integration Broker for the management of purchase orders (XML, XSLT)
- Correction of application defects using PeopleCode, SQL, SQR.
- Validation of defects corrected and execution of functional tests using Test Director.
- Coding of new client requirements in PeopleCode, SQR and SQL using PeopleTools (Application Engine, Page Creation) and Data Mover Script.

- Master Data Management (SQL query using Toad on Oracle database).
- Drafting and updating of technical and functional documentation.
- Technical support (level 2) to final users.

ERP Consultant (Technical)   **9 Months**
Client: Ministry of Culture and Communication | Paris | France   09.06 > 06.07
Project: Rhapsodie
Technology: PeopleSoft Human Resources
- Correction of data defects using PeopleCode and SQL.
- Coding data extraction process using SQR and SQL.

TEMIS SA, Paris, France   **02.05 > 08.05**
Programming Analyst (internship)   6 Months
Project: Text Mining 360°
Technology: IDE, Skill Cartridge Development Studio and Skill Cartridge encoding language
- Drafting the multi-lingual specification of the Text Mining 360° and Competitive Intelligence Skill Cartridges and applying them to Spanish and French.
- Corpus-based extraction of pertinent dictionary candidates.
- Encoding Spanish and French dictionaries and grammatical rules for the extraction of relevant information for the two Skill Cartridges in Java, XML, Perl using Eclipse environment.
- Creation of master test corpora for each topic to be covered.
- Quality assurance of extracted results based on the reference corpora.

Air France, Paris, France   **05.04 > 10.04**
Programming Analyst (internship)   5 Months
Project: Code-Share Online
Technologies: Intranet n-tiers, Script-Edit, CMS
- Collected client requirements and had them validated by the developer of the TeamSite system (CMS).
- Responsible for integration testing of TeamSite.
- Codeshare content translation from English into French. Drafted the user guide.
- Technical support to final clients.

KEY SKILLS

ERP: PeopleSoft RH and Payroll, Web Services SOA, Astea Alliance, Salesforce, Infor M3, MS Dynamics AX, STEP (MDM)
Languages: CSS, HTML, Java, Perl, PHP 5, JavaScript, XML, Script Shell, SQR, XML
Software: MyEclipse, soapUI, Squirrel SQL Client, Toad BD Oracle, MS Office
Frameworks: JQuery, Express, React, EJS,
Programming Tools: MyEclipse, Atom, Hyper Robo 3T, Postman
Application Server: Node.js (Express)
Database: Oracle, MySQL, DB2 (IBM), MongoDB (Mongoose)

Certifications
- PeopleTools 8.48 Developer (Application Certified Expert).
- Junior Project Manager (Steria Project Institute).
- MDM – Solution Design and Application track
- WEB Application Bootcamp

Languages
- Spanish (mother tongue)
- French (bilingual)
- English (fluent)
- Italian (good)

EDUCATION

Trailhead by Salesforce   07.18 > Present
Salesforce administrator, Field Service Lightning (Adventurer Rank)

Diploma in Systems Information (Analysis and Programming)   09.06 > 06.11
Conservatoire National des Arts et Métiers, Paris, France

Master in Computational Linguistics   10.03 > 06.04

University of Paris IV (La Sorbonne), Paris, France

BA (Hons) in Modern Languages   09.97 > 06.02
University of Havana, Havana, Cuba

DIVERS

Tourism Information Systems (Analysis and Programming)   06.12 > 09.17
Personal project – PHP 5 (OOP) - MVC Architecture – MySQL – Apache
JavaScript – CSS – Angular 4
Programming tool: Eclipse – MAMP – WebStorm, React, Node.js(Express), MongoDB
Frontend and Backend applications: https://www.linkedin.com/pulse/todolist-app-web-live-michel-navarro/