Ghali SEFRIOUI

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Senior Consultant in Technology and Business Management, with a proven record in managing complex, cross-functional projects.

I help companies unlock growth, streamline operations, and innovate through technology by driving impactful transformations.

Experience

Senior Consultant - Technology — *Paris, France*
Accenture — *April 2022 – Today*

Functional and management roles for Technology projects across industries, business functions and technologies :

- ○ ***Project manager for a French Leader in Aerospace and Defense's CIO Office:***

  Led the successful migration of 25+ applications to cloud platforms, reducing infrastructure costs by 20% while enhancing system availability and scalability, enabling the client to better support future growth.

  - Managed technical activities delivered by a team of 5-10 nearshore dev and devops professionals, ensuring delivery against client specifications and complex business requirements.

  - Enhanced operational delivery and reporting processes by templatizing and automatizing tasks, gaining 30% productivity.

- ○ ***Business Analyst for a Global Retail Leader's Group Finance Department:***

  Leveraged Big Data and Data Visualization technologies to create actionable insights for the Group Corporate Finance, increasing forecast predictability and operational decisions accuracy.

  - Shaped and executed the data sourcing strategy for Group's scattered 10 entities.

  - Led workshops to understand clients business needs and defined target KPIs, advised on data visualization best practices and future decisional scenarios.

  - End-to-End analytics deployment: designed, developed, tested, and deployed analytics reports and data-models. Managed final user training and solution adoption management.

- ○ ***Functional Analyst for a French Retailer's Customer Service:***

  Took part in a digital transformation project leveraging AI and chatbot technologies to enhance the Customer Service, resulting in average response time reduction of 40% and customer satisfaction scores improvement of 25%.

  - Assessed the Customer Service workflow, pointed the pain points to be adressed and designed conversational flows to be implemented with best ROI.

  - Designed and implemented a performance tracking tool for chatbot efficiency: defined KPIs, documented financial and operational impact methods, and analyzed user paths.

- ○ ***Internal:*** Contributed to multiple successful business proposals: contributed to business proposals with operational, financial, and strategic framing across industries. Organized engaging events to celebrate milestones, strengthen team cohesion, and foster a positive and collaborative work culture.

Assistant Project Manager Intern - IT Business Solutions — *IMEAT Region*
Accor Hotels — *May 2021 – Sept 2021*

- ○ Supported the evaluation, selection, and rollout follow-up of front desk solutions across hotels in India, MEA, and Turkey.

- ○ Designed a dashboard to track adoption KPIs, enhancing regional oversight and decision-making.

Education

IAE Paris - Sorbonne Business School : Master in Business Administration GPA: 3.33/4 — *2021 –2023*

Coursework & projects: Economics, Accounting, Corporate Law, Marketing, Operational & Management, Innovation Management, Business Strategy, Financial analysis ; Thesis : The impact of digitalization on Mobility Businesses' Strategy

École Polytechnique University Paris-Saclay: Master in Engineering-Electronics GPA: 3.33/4 — *2017 – 2022*

Coursework & projects: Object Oriented Programming, Artificial Intelligence, Computing Networks, Robotics, Signal and Images processing, Algorithmics, Digital and Analog Electronics ; Economics dissertation: The Big Data Market, Autonomous toy-car, Robotic arm with object detection and recognition

Associative involvement: President of the Bureau des Sports, Treasurer at the Bureau des Élèves, Student representative at the Governance Council

Skills summary

Languages: French (Projet Voltaire level Engineer), English (TOEIC 975/990), Arabic

Technologies & Certifications: Microsoft Azure Certified (Security and Identity, AI), Tableau Specialist Certified, Google Cloud Digital Leader Certified, Dataiku Core Designer Certified, Programming (C, C++, Java, Python, SQL, VBA)

Soft Skills: A team player with a strong problem solving mindset and a results-oriented approach, known for analytical thinking, adaptability and a proactive positive attitude

Interests: Sports enthusiast, curious traveller and food enthusiast; passionnate for digital innovation and design aesthetics.