

Miloud MAKROUF
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53 years old, married with two children 22 and 24 years old,

Associate Director in charge of clients' Services

CENTRAL'S SCHOOL ENGENEER & ESSEC'S MS HUMAN RESSOURCES

PROFESSIONAL SUMMARY

After my studies and after a first experience in digital modelling in plastic industry, I quickly moved into payroll and HRMS consulting domain. I started this exciting experience 25 years ago as a consultant, project manager and then project director. Then I held the product and R&D positions before taking over the management of services and operations where I was in charge of P&L and service's delivery. My experiences have enabled me to work in both international and local contexts.

I have an entrepreneurial temperament and operational excellence. This allowed me to work on the strategic orientations of services and products without cutting off operational aspects. This natural approach allows me to never loose contact with operational deliveries and client's contacts. Thus let me to make the most appropriate choices for my clients and my teams

What characterizes me is the strong commitment, high working capacity, results-oriented and analytical ability

EDUCATION :

2007-08 : MS in Human Resources at ESSEC School

1993-96 : Engineering degree at Central's School of Nantes.

1991-93 : advanced mathematics preparatory class for Engineer competition's schools at Chambéry.

LANGUAGES :

Bilingual: French, Arabic

Foreign language: English professional level. Used daily in oral and written

COMPETENCES :

P&L development & management :

- P&L elaboration and management : P&L de 50 M€
- Steering objectives via KPI in relationship the board
- KPI follow up in relationship with the board
- Continuous adjustment of action plans to meet objectives
- Work with marketing to launching new offers and targeting prospects

Management of service activities:

- Standardization and professionalization of services (unified and industrialized processes, KPI, clear and figures objectives)
- Lean Management at every layer of the organization
- Planned workload for internal and external resources
- Service's KPI for performance and quality
- Skill management and assessment for each employee and partner (certification process)
- Risk management (clients, projects)

Operational Management :

- Human resources management and development: recruitment, training, assessment, career
- Project management and leadership: HRMS and payroll setup, R&D management, Build (projects) and Run (recurrent services) services management and customer's training

HR and payroll business skills:

- Recruitment
- Training
- Compensation and benefits
- Skills and competency management.
- French payroll (several labor agreements public payroll included)

IT skills:

- ERP: **SAP HR** (some knowledge on HR Modules : SAP HR university in 1998), **Meta4** (Technical expert and good knowledge on French payroll and other HR modules)
- Operating systems: Unix, Ms-dos, Windows (as end-user).
- Programming languages: C (good level). Basic, Turbo Pascal, Fortran, HTML (Medium level). ABAP (Medium level). LN4 (Expert). Technology object oriented (good level) ; PL-SQL

WORK EXPERIENCE:

Since 05/20 Nibelis

- **Associated Director in charge of services :**
- Missions :
 - Driving Build, Run service's activities, customer success, training activities
 - P&L
 - Lean management
 - KPI for performance & quality service's
 - Setup of Nibelis University for Payroll Services
 - Contributions to product's improvement with R&D
 - Management of more than 280 people with 14 direct reports
 - Turnover of more than €53M (2024) with growth of 15% per year
 - Customer and employee retention

08/19-05/20 Cegid

- **Operations' Director HCM Business :**
- Missions :
 - Driving Build and Run activities in SaaS mode and on-premise for all HCM solutions of the group
 - P&L grant
 - Business development for installed base
 - Delivery organization
 - More than 250 people
 - Turnover of more than 40M€

11/00-08/19 Meta4

- **Operations' Director**
- Missions :
 - **Operations' Director (5 years)** : Activity development, migrate client from on-premise to SaaS model, P&L management. 130 employees and 20 M€ of revenue
 - **Services Director** (4 years) : In charge of services department business unit (turnover 10M€ and 60 persons managed). Sales, resources allocation; projects follow-up, contracts and offers writing etc.
 - **Client's department manager** (2 years) : In charge of client department business unit (turnover 4M€ and 20 persons managed). Sales, resources allocation; projects follow-up, **contracts and offers writing** etc.
 - **Alliance integrators manager** (2 years) : Offer definition and promotion, sales negotiation, presales support to our partners (IBM, Logica Atos etc.)
 - **Product Manager** (4 years) : Define main orientations for Meta4 product. To achieve objectives and obtain good results, I define market needs with users club and analysts. In order to reduce delivery period, I work usually with R&D to build the main architecture for HR module and features.
 - **Project manager & Technical and functional analysis** (2 years) : Project scope includes personnel administration, payroll, training, recruitment and compensation.

01/99 – 10/00 : NGA (Arinso)

- **Position:** Meta4 Technico-functional Consultant

02/98 – 12/98: Rheo Technology Consulting (10 employees)

- **Position:** Application Engineer

ACTIVITIES AND INTERESTS:

- Trip (meet people to learn more about their cultures)
- DIY especially in mechanics and electricity fields

MISCELLANEOUS:

- Driver's license
- Current annual compensation: fixed salary 160K€ and 100K€ as benefits