Business Intelligence & CRM Analyst

François GUÉRIN
31 years old
Saint-Quentin-en-Yvelines (France)
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Employment & professional placements

Dec. 2013 - Present
Business Intelligence Analyst / in charge of Marketing BI & CRM systems - GrandVision (Health / Saint-Quentin-en-Yvelines, France)

- Automate transverse process
- Optimize and control the quality of ETL tasks
- Create multi-brand OLAP cubes for marketing department (GrandOptical, Générale d'Optique)
- Review dashboards (data collect and reporting)
- Maintain functional and technical documentation of decision-making systems
- Technological intelligence (geolocation, open data, datavisualisation, datamining)
- Microsoft SQL Server 2008 R2, IBM DataStage 8.7, IBM Cognos Transformer, IBM Cognos Business Intelligence, Adobe Campaign (Neolane), Java, R, PHP, D3.js

Feb. 2009 – Nov. 2013
(4 years and half)
Business Intelligence Analyst / in charge of BI systems - Transatel (Telco / La Défense, France)

- Collect and analyze functional needs (from Financial, Functional and Management departments)
- Design high volume data warehouses, implement ETL tools, OLAP cubes and reporting portals
- Train users and assist them in the definition of analytical reports
- DBA support / in charge of BI systems maintenance and evolution
- Microsoft SQL Server 2005 / 2008 R2, Integration Services, Analysis Services, Reporting Services, .NET C#, Scrum

June - August 2008
(Internship, 3 months)
Design and development of an online focus group application - GIDE (Market studies / Nantes, France)
- Collect needs and write specification documentation
- Implement the platform and modules
- Write functional and technical documentation
- PHP, CSS, AJAX, Javascript, XSLT, Jabber

Skills

Database	Microsoft SQL Server 2005 / 2008 R2 MySQL 5.0 PostgreSQL T-SQL		*Functional*	Telecommunication (MVNO, M2M) Health (Optical retail)
CRM	Adobe Campaign 6 (Neolane)		*Methods / modelling*	UML, Agile methods, GTD
ETL	Microsoft SSIS 2005 / 2008 R2 IBM DataStage 8.7		*Programming*	.NET C#, C, Java, XQuery
OLAP	Microsoft SSAS 2005 / 2008 R2 IBM Cognos Transformer MDX		*System / network*	Unix, Windows, Apache, IIS
Reporting	Microsoft SSRS 2005 / 2008 R2 IBM Cognos Business Intelligence		*Tools*	Visual Studio, Eclipse, Trac, SVN, MapShaper
Datamining / statistics	R Analysis methods		*Web*	HTML, CSS, PHP, JavaScript, D3.js
			Languages	French : native language English : advanced

Education

2007 - 2009 **Engineering degree in Computer Science, specialized in Business Intelligence -** Polytech'Nantes (France)
2006 - 2007 **Socrates Computing and Business Studies student -** Dundalk Institute of Technology (Ireland)
2004 - 2006 **Master of Science in Computing Science applied to Company Management -** IUP MIAGE de Nantes (France)
2002 - 2004 **Two-year undergraduate course in Computing Science -** IUT de Vannes (France)
2002 **A levels/Leaving Certificate in Mathematics, Physics, Chemistry and Biology**

Interests

Badminton, volleyball, reading, photography, travel