

Michael Erne

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28.03.1989

Single

 Switzerland

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MSc Business Administration, major in management of information systems

Digital Project Manager

RESUMEE & KEY VALUES

After three years of gathering and exploring different project management approaches, my new challenge is to integrate an experienced professional team in order to learn from seniors and apply clean, approved processes. My key values that I bring to your company:



STRUCTURE – TRANSPARENCY – RIGOR – COMMUNICATION

PROFESSIONAL EXPERIENCE

2015-2017 Digital Project Manager and Customer Care coord. (Virtua SA)

WATCH AND COFFEE INDUSTRY: Sprint planning and leading of big complex features and corrective issues for the E-Commerce, the Club and the Customer Service on the same CRM. The specific business needs and rules of each "client-department" were very interesting to identify and specify! **[230-250 man/days per year]**

PUBLIC TRANSPORTS: Different development projects around the custom CRM with mobile applications, interactions trough API's, ERP import/exports, responsive interfaces and a lot more! **[30-140 man/days]**

CUSTOMER CARE COORDINATION: After months of process modelling we began to work in the new department we created. Specifying, organizing and reporting for about 30 clients on totally different technologies like Drupal, Typo3, Zend, Joomla, Magnolia, Wordpress and others, where really formative. This experience learned me a lot about escalation, prioritization, knowledge management and especially quality! **[180-200 man/days per year]**

2013-2015 Project Manager and integrator/developer (Gasser Media SA)

DATA ANALYSIS, INTEROPERABILITY DEVELOPPMENT, TABLETTE SOLUTIONS, WEBSITES, DIGITAL ASSET MANAGEMENT, PRINT AUTOMATION
For luxury watchmakers, healthcare and others

2013-2016 Freelance consulting

WEB DEVELOPPMENT, ASSESSMENTS, BUDGET EVALUATIONS, PROJECT MANAGEMENT, SUBCONTRACTING
For sport clubs, shops, private selling webpages, galleries...

LANGUAGES

 ★★★★★
 ★★★★★
 ★★★★★☆

STUDIES

2013–2015

Master of Science in Business Administration, major in Management of Information Systems, HES-SO

2010–2013

Bachelor of Science in Media Engineering, major in IT Management, HEIG-VD

2009–2010

Sergeant during military service as pioneer in directed waves and planning specialist for command support

2008–2009

Professional technical maturity CPLN-LEP

2005–2008

CFC of Mediamatician CPLN-ET

DETAILED TECHNICAL AND SOFTSKILLS

Project management and teamwork

With a “Leading-coach” attitude, I want to mix up people, knowledge and processes to create high value and quality through structured, systematic, careful and engaged work.

Planning

Planning and following projects on platforms like Jira, Redmine, Teamwork PM or others is an interesting way for collaborative cloud working. I likely use timeboxing, retrospectives and agile development spirit to complete these technologies.

Customer relationship

For me, valuation of needs is a really important topic. To help customers to attempt their goals, I use technical vulgarization and commercial spirit to define clear objectives with them. Assessments, establishing offers, framing the scope and feature prioritizing is for me a must-have in every project.

Financial estimates

I’m used in creating budget based on tasks quoted by developers (bottom-up strategy) and also on analogous estimating (based on past projects).

Technical expertise, user experience and design

Sometimes, together with developers UX designers and Art directors, we’re drawing software architecture design, making feasibility studies, wireframing and prototyping, database and service modelling. Occasionally, we may also talk about design patterns, code reviews and other technical stuff like innovative new solutions.

Business strategy and processes

As already mentioned, the new CustomerCare department needed a bit of business process analysis and, furthermore, modelling. Hopefully we did know what “Kaizen” and “CIP” means and did never forget to improve our processes!

WHAT MY COLLEAGUES SAY:

“Having had the opportunity to work on numerous projects with Michael, it turns out that his organizational skills are a considerable force. This allows it to evenly distribute the workload and plan projects consistently. (...)”

Marco, senior developer

“Michael is someone organized and pragmatic. He knows the strengths of his team and how to take advantage of it. (...) Conscientious, he even knows to go straight to the point in cases of emergency and its analysis and synthesis are of great help. Working with Michael is pleasant and communication is easy.”

Olivier, software architect

“(...) He quickly finds solutions to complex situations, and how to get them to come to a positive resolution for everyone. (...)”

Gabriel, CEO of a partner company

PERSONAL INTERESTS

Travelling, Fitness, ski, volleyball, yoga, running, squash, climbing, walking, driving and repairing cars, politics, web, science, economy