Maxime LEDUC
Head of Customer Projects

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💼 Work

Head of Customer Projects: Apr 2023 - Present   **Maltem Insight Performance** - Bordeaux (France)

In charge of the team responsible for delivering Maltem Insight Performance solutions.

- Team and planning management
- Organization and animation of steering committees, global communication
- Pre-sales missions, training, and consulting for customers

Senior IT Project Manager: Mar 2021 – Mar 2023   **SOPHiA Genetics** - Bordeaux (France)

Referent Project Manager for Radiomics, Alamut and CE-IVD Web Platform Products.

- Management of all the projects with the Design Control methodology
- Definition of the products roadmap and projects organization
- Multiple actors' coordination (Data Science, IT, Architecture, Legal, Quality, Regulatory, Business)

Technical Support Manager: Mar 2020 - Mars 2021   **Maincare Solution** - Bordeaux (France)

Manager of the Technical Support Team for Maincare Solutions.

- Team management of 5 people
- Management and resolution of customers incidents, Crisis management
- Implementation of monitoring tools in accordance with ITIL

Technical Project Manager: Feb 2018 - Dec 2019   **Witbe** - La Défense (France) & New York (USA)

Delivering the Witbe solution to customers on the best way, portfolio of 25 customers for EMEA & USA East Coast.

- Team and planning management
- Organization and animation of steering committees, global communication
- Pre-sales missions, training, and consulting for customers

IT Project Manager: Sep 2017 - Jan 2018   **France Galop** - Boulogne Billancourt (France)

Active participation for the digitalization of the company.

- Dematerialization project for all the company
- Planning and budget management, organization, and animation of steering committees
- Training and global communication

Deployment Project Manager: Jan 2016 - Jul 2017   **Carrefour** - Massy (France)

Management of the deployment of the new Point of Sales Terminals in Carrefour Hypermarkets.

- Team management of 3 people
- Planning and budget management, organization, and animation of steering committees
- Crisis management and global communication

🎓 Education

Information System Manager: Oct 2012 - Sep 2015   **CESI** - Nanterre (France)

Master's Degree - Apprenticeship Training - engineering school

IT Maintenance and Support Manager: Oct 2010 - Sep 2012   **CESI** - Orléans (France)

Associate Degree - Apprenticeship Training

🧩 Technical Skills

Certifications:	Microsoft AZ-900, Prince 2 Foundation, Project Management Professional (PMP) ®.
Systems:	MS Windows (Server 2008 to 2022, Active Directory, Web server, SharePoint, Exchange), PowerShell. Linux (Samba, DHCP, NFS, Web server, Proxy, DNS) - SAN, NAS.
Network:	Cisco, LAN, WAN, VLAN, TCP/IP, Routing, Addressing IPV4, IPV6.
Security:	Deployment of projects in the respect of company security policy, ISO 27001 concepts.
Development:	Database: MSSQL Server, MySQL, Oracle, PhpMyAdmin - HTML, CSS and PHP.
Cloud:	Amazon Web Services, Microsoft Azure and Google Cloud, Docker, Kubernetes.
Software:	Office, Microsoft Project, Microsoft Visio, Lotus Notes, VMware, Jira, Confluence, FileZilla, Wrike, Clarizen.
Languages:	French: Fluent - English: Professional working proficiency.