

Maxime LEDUC

Customer Operations Manager



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Work

- Customer Operations Manager:** Apr 2024 - Present **Synapse Medicine** - Bordeaux (France)
In charge of Pre-Sales, Delivery and Customer Support divisions.
 - Management of the Pres-Sales, Delivery and Customer Support Teams
 - Development and optimization of operational processes to improve customer satisfaction
 - Implementation of performance indicators to measure and improve service efficiency
- Head of Customer Projects:** Apr 2023 - Apr 2024 **Maltem Insight Performance** - Bordeaux (France)
In charge of all new customer projects to deliver the Maltem Insight Performance solution.
 - Team and planning management, Multiple actors' coordination
 - Organization and animation of steering committees and other 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

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.