



INTERNATIONAL BUSINESS PROJECT MANAGER

PROFESSIONAL PROFILE

Bring my knowledge and experience in the areas of management (strategy, direction, client and third parties relationship management), human relations (staff management, intra- and inter-enterprise collaborations, etc) and information systems (industry experience, trained in group technologies, involved in the development of a utility data management and reporting system). With a high analytical capability and a special focus on problems' resolutions from organisational, commercial and strategic standpoints, I particularly enjoy a group's commitment working towards common goals. For, I present a marked attitude towards collaboration. Learning and teaching (two parts of the same reality) is also another characteristic of my profile.

DOMAINS OF SKILLS & EXPERTISE

<p style="text-align: center;">MANAGEMENT</p> <ul style="list-style-type: none"> • Involvement in the development of a department • In charge of launching and developing a department • Involved in the evaluation of a company (M&A op.) • Soft skills such as creating cohesion within a company • Staff management (in-situ, delocalised) – appraisals, recruitments, training plans • Defining workflows / processes and organigrams • Preparing and updating dashboards (internal and external) • Managing a budget and department specific turn-over • Preparing business plans • Preparing purchasing policies and purchasing strategies 	<p style="text-align: center;">PROJECT MANAGEMENT</p> <ul style="list-style-type: none"> • Defining specifications, planning, directing, coordinating • Defining KPI's • Coaching • Communication and reporting (including dashboards) • Active involvement in the development project of an I.S. • Develop. and following up on an integration plan (M&A) • Tools: MS Project, Excel, Nimbus • Methods: Gantt, Fisher, BCG, financial ratios, Demartini method (coaching), <i>others</i> • Providing internal training on a service, a tool (the new I.S.) and specific markets (in regards to energy)
<p style="text-align: center;">CLIENT MANAGEMENT</p> <ul style="list-style-type: none"> • Client portfolio of all sizes and all industries • Overseeing the delivery of sold services • Sales strategy / commercial development • Workshops, presentations 	<p style="text-align: center;">THIRD PARTIES RELATIONSHIP MANAGEMENT</p> <ul style="list-style-type: none"> • Developing the indirect sales channel • Pre-sales support provided to third parties • Third parties relationship management and development, negotiations
<p style="text-align: center;">INTERNATIONAL</p> <ul style="list-style-type: none"> • Professional experience in different European countries (Finland, France, Spain, England) • Managing clients / third parties based in different countries (Europe, United States) • Promotional activities abroad (conferences and trade shows) • High level of adaptability to the different cultures 	<p style="text-align: center;">LANGUAGES</p> <ul style="list-style-type: none"> • French, Spanish, English: trilingual • Italian: advanced (portfolio of Italian clients) • Basque: conversational (mother tongue)
<p style="text-align: center;">COMPUTER SKILLS</p> <ul style="list-style-type: none"> • MS Office: advanced (apps on Excel and Access) • Various CRM tools: Sage, Lotus 	
<p>INDUSTRY KNOWLEDGE/EXPERIENCE</p> <ul style="list-style-type: none"> • New Technologies (I.T. SW, Telecommunications) • Energy industry (Europe) 	

EMPLOYMENT HISTORY

2009 to current Assisting in the set up of two small scale businesses *Irún (Spain)*

- **Consultant / Project Manager**

ENERGY MANAGEMENT BROKERS LTD (EnergyQuote) (www.energyquote.com) *London (England)*
 SECTOR: Services – European energy consultancy.

2009 • **Integration Consultant.** Working with the board on an acquisition project of the company's main UK based competitor; and participating in the preparation and launch of the integration plan to unite both businesses. Reporting into the C.E.O. and the M.D..

2007 to 2009 • **Head of « Bureau Services »**

- Set up of a new department with staff based in the UK and Romania, involving training;
- Development of a utility data management software – Project management, working across various departments to support the business analyst in the requirements gathering;
- Defining high level processes and implementing KPI's (improvements, monitoring);
- Ensuring service delivery to customers across Europe.

Continuous interactions with internal departments as well as with institutions and companies from the industry.

- 2004 to 2007
- **European Relationship Manager**
 - Ensuring service delivery – specially in Southern Europe and UK;
 - Coordinating tasks with other departments – Project management;
 - Developing clients' procurement policies and energy purchasing strategies;
 - Customer relationship management with commercial re-signs, meetings, workshops, presentations;
- Daily use of foreign languages (English, French, Spanish, Italian).

EMC DOCUMENTUM (www.documentum.com / www.emc.com) London (England)
 SECTOR: I.T. software / hardware – document and content management solutions.

- 2004
- **Corporate sales account manager** . Managing clients whose budget per order would be <= \$50'000. (clients from three regions: France, Spain and Portugal).

CELESTA MBUSINESS OY (www.celesta.com – bought by Cidecom www.cidecom.com) Oulu (Finland),
Paris, Madrid
(Spain)
 SECTOR: IT software – mBusiness solutions development platform.

- 2001 to 2004
- **Account Manager** (three regions: France, Spain and Portugal. Developing indirect sales channel signing down successfully agreements. Pro-active and innovative attitude - 1st mobile project sold on Pocket PC platform and 1st project on Nokia serie-60 phones..

REPUBLICA OY (liquidation in 2004) Jyväskylä (Finland)
 SECTOR: IT software – EAI platform based on XML

- 1999 to 2001
- **Business development:** participation in trade fairs/shows, meeting business partners, preparing products' fact sheets (technical specifications). Expansion into the US market and market development in Europe.

EDUCATION

- **MBA in International Management** 2010
Royal Holloway, University of London (England). Thesis « Exploring a new way of employees' engagement».
- **Group Technologies (complementary training)** 2000
Faculty of IT of the University of Jyväskylä (Finland).
- **Maîtrise de Sciences de Gestion [Msc in Management]** 1999
Université de Montesquieu - Bordeaux IV, Bordeaux (France). 2nd year at the University of Tampere (Finland). *Erasmus Program*.
- **Diplomatura en Ciencias Empresariales [Bachelor in Entrepreneurial Studies]** 1997
Universidad de La Rioja, Logroño (Spain). *Erasmus Program*.
- **D.U.T. Gestion des Entreprises et Administrations. [Bachelor in Business Administration, majoring in finance/accounting]** 1996
IUT de Bayonne. 5 months at the University of Limerick (Ireland). *Erasmus Program*.

LANGUAGES

French, Spanish, English: trilingual | **Italian:** advanced | **Basque:** conversational | **Portuguese:** basic

COMPUTER SKILLS

MS Office - advanced, MS Project - intermediate	Creation of websites on HTML ; knowledge of XML, SGML
Statistical programs: SAS, SPSS	Others: CRM (SAGE, Lotus Notes), ERP (simulator Operations Trainer), Groupware (Teamware Flow, Workflow BPR, etc).

INTERESTS & OTHERS

- Demartini method with a qualification as a « Trained Demartini Facilitator » (human behaviour) •
- Martial arts (practice karate-do since 1990) • Clean driving license (car at disposal) •

PERSONAL DATA

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 Current residence in France (national and international mobility).