

Quentin
SEGUINEAU

Salesforce
Solution Architect
/ Team Lead



35 years old - Driving License -
Madrid (28045) Espagne

CONTACT

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ABOUT ME

CRM Solution Architect with 12 years of experience, I have been managing both functional and technical talents in projects of great complexity I enjoy face to face relationship with my clients and I am always dedicated to bringing them business value As a dynamic and organized Salesforce enthusiast, I convey energy as well as vision to my teammates

EXPERIENCES

Solution Architect

Salesforce - Since October 2019



- ▶ Akkodis Merger - Madrid
Role: Solution Architect
Context: Common CRM/ATS/PSA solution implementation for the merger of Akka and Modis (Adecco Group)
 - ▶ Business process definition with entities around the globe (APAC/EMEA/
 - ▶ Functional Capability Map and Technical Landscape
IT Environment Salesforce (multi Clouds)
- ▶ LGC Group - UK based company
Role: Solution Architect
Context: Remediation project around Case Management implementation
Solution Refactoring and Improvement
IT Environment Salesforce (Service Cloud)
- ▶ ETISALAT - Abu Dhabi based company
Role: Solution Architect
Context: Call Center implementation for the National Department of Finance
Functional and Technical Solution design
IT Environment Salesforce (Service Cloud) CTI Integration
- ▶ VISION BOX - Portugal based Company
Role: Solution Architect
Context: Sales solution implementation to meet company growth objectives and settle common sales processes
 - ▶ Functional and Technical Solution design
 - ▶ Functional Lead for integration design and development with
IT Environment: Salesforce (Sales Cloud) ORACLE EBS
- ▶ PSA GROUP - Madrid
Role : Integration Stream Leader
Context : Common CRM solution implementation for 3 brands of the group: Group transformation towards a customer centric vision
 - ▶ Coordination of teams in India/Spain/France: development and testing of +50 interfaces with PSA legacy systems
 - ▶ Functional and technical design with Spanish Business Owners
IT Environment: Salesforce (multi Clouds) - Heroku - Mulesoft

Project Manager / Senior Business Analyst



Capgemini Technology Services - May 2014 to September 2019 -
Nantes - France

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IT Environment: Salesforce (multi Clouds) - Heroku - Mulesoft
- ▶ SNCF - Nantes
Role : Platform Solution Architect
 - ▶ Lightning Experience migration strategy definition and implementation
 - ▶ Design Authority member
 - ▶ Functional Lead and Scrum Master of RUN activities on the Salesforce Platform: Business needs analysis, prioritization and coordination of new features implementation
IT Environment: Salesforce (multi Clouds) - Talend
- ▶ COVEA - Paris
Role : Senior Business Analyst / Tactical PO
Context : Common CRM solution implementation for the 3 brands of the group (MAAF-MMA-GMF)
 - ▶ From high level design of harmonized business processes for claim management to detailed conception

- Product backlog construction in collaboration with Strategic PO (client side)
IT Environment: Salesforce (Service Cloud)
- CONSEIL DEPARTEMENTAL 78 - Paris
Role : Project Manager – Functional Team Lead
Contexte : CRM solution implementation to gather and manage omni-canal citizen requests related to the county social services
 - Functional and technical design
 - Management of the development and integration activities
IT Environment: Microsoft Dynamics – Exchange - Outlook
- CREDIT AGRICOLE Technical Services - Nantes
Role : Project Manager
Context : Salesforce deployment in all the group legal entities
 - Core Model elaboration for Chatter national deployment
 - Deployment industrialization
IT Environment: Salesforce (Chatter – multi orgs) –Sharepoint
- MAIF - Niort
Role : Functional Lead
Context : CRM solution conception for all sales representatives at national scale
 - From high level design of harmonized sales processes to detailed conception
 - Coordination of the development team
IT Environment: Siebel

CRM Consultant

CSC Computer Sciences - January 2010 to November 2014 - Full-time - Paris - France



- SOCIETE GENERALE SECURITIES SERVICES (SGSS) - Paris
Functional consultant
 - Common CRM solution conception for all Europe Users
 - Workshop organization and animation, detailed functional conception
 - Functional testing participation
 - Training material redaction
 - Post-deployment user support
- BNP PARIBAS CORPORATE AND INVESTMENT BANKING (BNPP CIB) - Paris
Functional Consultant
 - CRM/Outlook synchronization implementation
 - Prepare and drive workshops, detailed functional conception
- SOCIETE GENERALE PRIVATE BANKING - Paris
Test Manager
 - Test cases redaction and key users test campaigns management
 - On site key users training and support (UK & Singapore)
 - Defects resolution management and reporting
- SOCIETE GENERALE CORPORATE AND INVESTMENT BANKING (SGCIB) - Paris
Data Steward
 - European and Asian customers data migration coordination
 - Data cleansing and data quality procedures definition

SKILLS

Salesforce

- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator
- Salesforce Certified App Builder
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Email Specialist

Solution Design & Implementation

- Workshop animation

- High Level to Detailed Functional and Technical Design
- Development Supervision and Testing
- Deployment Strategy
- Maintenance in operational condition evolutions management

Agile Player

- Certified Professional Scrum Product Owner I
- SAFe 4.0 Certified Agilist

Languages

- English
- Spanish
- French

INTERESTS

Sports

- Basket-Ball
- Chess

EDUCATION

Master's degree in Economics

ÉCOLE SUPÉRIEURE DES SCIENCES COMMERCIALES D'ANGERS (ESSCA)

Since June 2005

Master's degree in Economics

Main areas : Marketing, Communication, Accounting, Corporate Law, Sociology.
Specialisation in Entrepreneurship and project management

www.essca.fr

International Semester Exchange Program

UNIVERSIDAD NACIONAL DEL LITORAL - SANTA FE, ARGENTINE

July 2008 to December 2008

International semester in Argentinia oriented to international trade and human sciences study