

# Sarah Febrissy

Consultant in Organizational Management



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*MSc. Stratégie et Technique du métier d'organisateur  
Spécialisation Conduite du Changement*  
14 years of experience in Consulting and Management  
Committed, Responsible, Creative  
*French, English*

## RESUME

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- Analyzes of decision support for optimization of processes, new settings, IT projects implementation, digital business transformation, quality system, performance management system, Leadership trends
- Consulting practice (intern Orange, independent missions, EY Luxembourg) in Management through Quality (tools and methods) and Conduct of Change (sociodynamique, corporate communication)

## PROFESSIONNEL EXPERIENCE

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### Independant consultant, France, 2013-2016

IMAFFAIRES Business Real Estate

Responsible for rental management and modernization of managemnt tools

- Client/supplier accountant and performance management
- Administration of mail and publishing, formalization of procedures
- Specifications, testing and selection of software packages of accounting/billing for the migrations

COPPET AVOCATS Injury

FRENCH WEST INDIES LAWYER Business Law

Development of Digital Projects, Web Communication, e-Reputation [www.LuxeCaraibe.fr](http://www.LuxeCaraibe.fr)

- Web communication strategie, analysis of market opportunities and client relationships
- Concept and design of Internet device: site, blog, social networks, newsletter
- Network animation and content development: articles, infographics, audio, video

GETELEC, VINCI Group

Management assistance to reinforce communication necessary to achieve the organizational and operational objectives of the technicians team

- Problem analysis to ensure compliance with the requirement of the ISO standards
- Writing and presentation of a seminar of an awareness raising module and workshops

AXIANS, VINCI Group

Market study of the business potentiel of Cloud computing [www.CloudAntilles.fr](http://www.CloudAntilles.fr)

- Document analysis, market intelligence
- Seminares et interviews with stakeholders: public institutions, companies
- Customer needs assessment and Cloud solution tendancies

GPG GROUPEMENT PHARMACEUTIQUE [www.ManagementModerne.com](http://www.ManagementModerne.com)

Audit on the potential of « Change Management » in regards to the migration project of the accounting and Customer Relationship management software

- Study of the trades and correlation of supports and means for tool training
- Sociodynamique analyzes and recommendation of an internal communication plan
- Risks and keys to success of the Relationship with the editor and the viability of the project

BANQUE CREDIT AGRICOLE

Managers Assistance to implement the "Medium Term Projects" as part of the deployment of the vision " Strategic Ambition 2020"

- Organisational and functional Audit of businesses and lines of strategic issues
- Analyzes, interviews, workshops, preparation and presentation of files, follow-up reports of the projects to the Direction of the Transformation, vigilance points
- *Work sites covered in 3 months, files validated by the Management Committee: good customer relationship practices, sales network and distribution, quality and customer satisfaction, skills development, organization and operational processes, and cost / risk rationalization, communication and Brand image*

**ERNST & YOUNG, Luxembourg, 2008-2010**

**Senior Consultant 3, Business Advisory, 2008**

**Assistant Manager, Business Advisory, 2008-2010**

ERSNT & YOUNG

Best practices of Change Conduct for succesfull project implementation

- Benchmarking and studies on internal pratices
- Realisation of a matrix on key methodologies and techniques
- Consultants training and and capacity building of the potential Change in Advisory service proposals

MOUVEMENT LUXEMBOURGEOIS POUR LA QUALITE

EY Representant

- Auditor and Member of the Jury of the Luxembourg Qualité Award
- Article published in the MLQ Guide: *Management by Quality and Conduct of Change: a winningn tandem*

MILLICOM INTERNATIONAL S.A.

Intranet Project on Microsoft SharePoint Internal Control, Risk activities & Compliance

- Analysis of internal audit client / service provider relationships and improvement trails
- Design of a collaborative Intranet of training, operational supports, indicators and dashboards of subsidiary company activities and consolidation by the parent company
- Project mobilization, internal communication, formalization and transfer of skills

**Independant Consultant, France, 2005-2007**

EUROFACTOR CREDIT AGRICOLE LEASING & FACTORING

Assistance to Human Resources Managers, Coordination of Projects Implementing the Multi-Annual Professional Development Agreement and Evaluation of Internal Communication Policy

- Carrying out supports: files, presentations, matrixes, summary files
- Organizing and facilitating meetings of Managers and monitoring the follow-up (reports, actions)
- Initiate pilot projects and capitalize on feedback from pre-deployment experiments

ALLIANCE FRANCAISE DE PORTO RICO

Director Assistance to human approach in the phase of organizational and financial restructuring

- Sociodynamic analysis, advocacy strategy recommendations and action plan
- Interviews, Conflict Management and Resistance to Change

- Rationalization Study of the business processes: operating positions, organization, offer of service to strengthen the financing / treasury capacity

## ORANGE TELECOMMUNICATIONS

Microsoft SharePoint Intranet Projects of the Technical Department and the Business Support & Development Department

- Modeling of business processes and information flows, exploration of tool possibilities, model proposals
- Design of Collaborative Intranets Space Operations, Projects, Documentary System, and other levers to strengthen relations between teams
- Project mobilization, internal communication, formalization and transfer of skills

## ORANGE TELECOMMUNICATIONS, France, 1999-2004

*Project Manager, 2003-2004*

*Head of Mission, 2001-2002*

*Quality Manager, 1999-2000*

Migration of the customer contract management system (Mobile Market Opening and Integration of Fixed Telephony operations in Saint-Pierre & Miquelon)

- Existing analysis, development of matrixes for implementation
- Functional specifications, tests and validations, control of the production start-up, handling of incidents for resolution by the business teams
- Creation of procedures documentation, operating procedures, reporting mechanism, and transfer of skills to Client Managers and Billing

Study site of rationalization of the costs of the Publishing Chain and Optimization of the processes of invoicing

- Customer satisfaction surveys, Quality circles
- E-invoice Opportunity cost studies
- Specifications records of customer documents and investigation of market solutions

Implementation of the BtoB Third Party Operators Interconnection billing system

- Operational and functional contact with the supplier in Germany and cohesion with internal teams
- Specification file enabling the system parameterization and coding of the production tool documents for flow control and invoicing
- Participation in testing and production, validation of billing cycles

Creation and Management of the Quality Unit

- Structuring of the activity, consolidation of the documentary system (procedures and processes) and of the key performance management system
- Promotion of good practices in Quality Management with multidisciplinary teams, support tools and methods, supervision collaborators and work sites

## INTERNSHIPS

1999	Numericable Customer satisfaction
1998	Metcalfe's Kelmscott Rare Breeds Foundation, Maine, USA Operational management

## EDUCATION

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2008	<b>Masters Specialized in Management and Organisation Engineering</b> Specialization / Professionnal Thesis : Conduct of Change <i>International Institut of Management, Conservatoire National des Atrst &amp; Métiers, Paris</i>
2003	<b>DESS Business Finance</b> <i>HEC Montreal / University of Québec in Montreal</i>
1999	<b>Bachelor in Business Administration</b> Specialization / Thesis : Operations and Production Management <i>University of Quebec in Montreal</i>

## ADDITIONAL TRAINING

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2015	<b>Certificate Responsible Web Marketing</b> E-Commerce agency, Paris
2012	<b>Certificate of English as a Second Language</b> <i>University of the West Indies, Barbados</i>
1999	<b>Leadership and Team Management</b> <i>CEGOS, Paris</i>
1998	<b>Process and Performance Management Approach</b> <i>AFNOR, Paris</i>

## COMPUTERS

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Pack Office

Adobe Suite

Management software

Open Source and SaaS Applications

Microsoft SharePoint

Aris

Etc.