

# CHRISTOPHE NOUALHAT



<https://www.linkedin.com/in/ehran>

SENIOR PROJECT MANAGER

BILINGUAL

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## ABOUT ME

- Program and project management expertise.
- Online collaboration and implementation of best practices.
- Agile/Scrum: PSM1 1 | PSPO 1.
- Prince 2 Foundation & Practitioner certification. (Project Management, PMP equivalent).
- Waterfall | Scrum | Kanban.
- IT deployments and customer relationship management.
- Jira & Confluence administration.
- Leadership and coaching.
- Results-oriented, good communicator and collaborator.
- Able to establish good working relationships, analytical and organized.

## PROFESSIONAL EXPERIENCE

### **Senior Project Manager**

EQUISOFT inc., Québec | 2025

- Manage a Software as a Service (SAAS) implementation (Equisoft Centralize) for one of Canada's largest financial institutions offering both banking and insurance services.

### **Senior Project Manager MSSS (Ministry of Health and Social Services)**

Akinox Solutions inc., Québec | 2023-2024

- Oversee the implementation of a pilot project in artificial intelligence for first-level health support in GAPs (First-line access desk).
- Manage schedule, change management, feedback, progress, providers and training.
- training.

### Achievements:

- Scale-up of the GAP Digital and Professional projects, deployment of 21 GAPs, coordination of 21 teams, 2 service providers and 4 internal divisions.
- Delivery of the Digital GAP project in 4 months rather than 8 months as initially planned.
- Improved management structure for the customer success division.

### **Senior Project Manager**

PTC (Smart Manufacturing and IIOT), Trois-Rivières | 2020-2023

- Significantly participate in managing a 4,000 FTE software development and implementation program.
- Ensure total management and post-production support of the program after revitalizing customer relations.
- Manage an R&D product with a team of 4 squads and 30 collaborators as a change agent and agile coach up to the long-term delivery plan.
- Administer and continuously improve the JIRA/Confluence platforms, train staff and implement best practices.
- Implement Jira and Confluence and Advanced Roadmap plug-ins, Eazy-BI, and Tempo suite at the division level. Day-to-day management of Jira.
- Organize the transition of project management from Excel/MS Project to JIRA/Roadmap and scale at the division level.

- Integrate proprietary solutions on the ThingWorx platform at 3 sites in Europe and Asia.

## **PROFESSIONAL EXPERIENCE (continued)**

### **Scrum master**

Desjardins, Montréal | 2019

- Create a new API development squad within the Savings & Investments division.
- Organize Scrum ceremonies, including daily stand-up meetings, sprint planning and team retrospectives.
- Liaise with business customer, I.T. teams and management.

### **Manager | Continuous Improvement Manager**

Progi.com inc., Trois-Rivières | 2018-2019

- Manage IT projects and initiatives from conception to execution in Kanban and Scrum mode.
- Ensure overall project administration in JIRA and management of weekly status reports.
- Oversee scope, schedule adherence, issues and risks.

### Achievements:

- Migration of teams from Kanban to Scrum.
- Application of the Agile/Scrum project management framework.
- Day-to-day management of the Jira/Confluence instance.

### **Community mobilization and networking advisor**

United Nations Organization, Tananarive (Madagascar) | 2012-2017

- Support national authorities and non-profit organizations in the Indian Ocean to strengthen networks to achieve the Millennium Development Goals in the fight against HIV/AIDS.
- Provide tools and training for NGO trainers on health, diversity and ethics.
- Encourage the sharing of information through the media, laying the foundations for the creation of regional networks.

### Achievements:

- Launch of the first network of LGBTQ associations in the Indian Ocean and the first network of people affected by HIV in the region.

### **Leader, Information Production Unit**

United Nations Organization, Geneva, (Switzerland) | 2009-2012

- Reorganize an ailing team to increase performance and reduce costs through transfers, external and long-term contracts.
- Manage 30 to 50 simultaneous projects and coordinate the operational aspects of information production, editing and shipping.
- Manage, plan, hire, train and supervise 7 to 10 direct reports to improve unit performance.

### **Web Information Manager**

United Nations Organization, Geneva, (Switzerland) | 2006-2009

- Manage a team of 5 in charge of translating and publishing content for the UNAIDS website.
- Manage related I.T. projects such as the search engine, the statistics engine

### **Project Manager | Senior Consultant | Customer Support**

Cambridge Technology Partners/ Novell | Geneva, (Switzerland) | 1999-2006

- Provide support for major customers in Switzerland, France and the USA.
- Manage front-end teams on IT development projects.

## **EDUCATION**

**Master's degree (diploma in Automation and Industrial IT Engineering)**

France POLYTECH Annecy-Chambéry Engineering School, France

**Degree in technology (University diploma in mechanical engineering and production science)**

France Savoie Mont-Blanc University, Annecy, France

**MBA Strategic Project Management**

Laval University, Québec (in progress)

**Attestation of Collegial Studies in Project Management**

Cégep de Sainte-Foy, Québec

## **COMMUNITY INVOLVEMENT**

**Treasurer**

GRIS Mauricie Centre-du-Québec, Trois-Rivières

**Vice President**

Quebec HIV/AIDS Portal, Montreal

**Member of the Board**

Dojo de Manas, France