

Emma Bruneau

Business Process Analyst

French National with 13 years' experience in the GCC

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SUMMARY

- Accomplished professional with solid experience in Broadcasting Media & Telecom industry.
 - Excellent relationship management, communication and presentation skills.
 - Adept at project administration and co-ordination working with CRM systems and flow.
 - Proven track record in analysis and developing business policies to deliver cost efficient and time saving solutions.
 - Detail-oriented in maintaining documentation quality controls, process flow mapping, executing/managing change control requests.
 - Played instrumental role in setting up remote operations centre in Equatorial Guinea for a Bahrain based Telecom company
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SKILL SET

- Process Mapping
 - CRM System Processing
 - Lean Six Sigma Tools
 - Agile Methodology
 - Administrative Operations
 - Project Documentation, Coordination & Execution
 - Internal Communications
 - Procedure Development & Document Control
 - Relationship Management in Multicultural Environment
 - Inter-department requirement Gathering & Execution
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EDUCATION

- **Master of International Relations**
University of Kent at Canterbury, Belgium campus | 2001
Dissertation: "The Southeast & East Asian Financial Crisis: A Call for New International Banking Regulations"
- **Bachelor of Arts (Political Science)** | 1999
Temple University, USA | Final Semester in Japan

LINGUISTIC ABILITIES

- French (Native language)
- English (Fluent)
- Spanish (Intermediate)
- Arabic (Intermediate)
- Japanese (Basics)

IT FORTE

- MS Office & Pages (Mac)
 - MS Visio
 - MS Project
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CERTIFICATION / TRAINING

- Lean Six Sigma Green Belt IASSC Certified G-5312 | Nov 2018
 - Lean Six Sigma Black Belt Training | Nov 2018
Laurels Training Institute
 - Project Management Course (PMP) | May-June 2012
Cambridge Education Dubai
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PROFESSIONAL EXPERIENCE

OSN – Dubai / Bahrain | **Business Process & Procedure Manager** | August 2016 – July 2018
Business Process & Procedure Team Leader | April 2009 – July 2016

Played integral role in establishing the company business processes and functioned as central point of reference in terms of business rules and sales campaigns.

- Managed the company's Internal Communications (Business Updates)
- Documented company's business rules, policies and procedures.
- Mapped the existing business processes for various business domains.
- Identified & evaluated key business process improvement opportunities within the organization.
- Reviewed & analyzed the effectiveness & efficiency of existing processes and developed strategies for improvement using Six Sigma tools.
- Gathered business requirements from various departments and logged the required changes in Change Requests (part of company's Change Management Group – applied Agile Methodology)
- Ensured the newly approved/implemented process improvement initiatives or process changes were incorporated in the policy & training documents.

Attainment: 2015 Employee of the Year Nominee

HiTs Africa – Bahrain | April 2008 – March 2009 | **Business Development Coordinator**

Executed all administrative activities related to registration & set up of a new company in Equatorial Guinea.

- Organized a Press Conference in Equatorial Guinea.
- Undertook business development activities.
- Identified market needs in Equatorial Guinea to capture more business in the region.
- Published a monthly newsletter on African telecommunications (Bahrain).
- Assisted Business Development Director and CEO in administrative tasks and projects management.

Orbit Digital Media Systems – Bahrain | February 2005 - March 2008

- **Business Process Analyst** | July 2007 - March 2008
 - Conducted high level impact analysis to assess the effect of proposed changes to products & policies and documented the results in 'Global Change Requests', 'Local Change Requests' & 'Requirement Documents'.
 - Supported the implementation of new business strategies by making the relevant documentation, coordination and post-launch verification.
 - Prepared user guidelines, updated and created business rule/policy documents which were used across the organization.
 - Mapped the company's internal processes for increased efficiency.
- **Configuration Analyst** | February 2005 - June 2007
 - Processed requests and configuration changes in the CRM system.
 - Implemented sales campaigns and business rules changes in the CRM system.
 - Monitored and conducted tests following the implementation of change requests.
 - Played a key role during the migration from one CRM system to another (from SMS to IBS).
 - **Attainment:** Awarded with Certificate of Appreciation from KSA Office

ADDITIONAL WORK EXPERIENCE: PARIS, FRANCE

- **Science Division Assistant** at Taipei Representative Office | Nov. 2002 - October 2004
- **Legal Counsel Assistant** at Cabinet d'Avocats Ron Soffer | August – Oct 2002
- **Commercial Section Intern** at Embassy of the USA | June - September 1999

VOLUNTEER EXPERIENCE: COSTA RICA & GHANA

Fundación Humanitaria – Santa Ana, Costa Rica | October – December 2001

- Taught, trained & supervised homeless children with drug and behavioral problems.
- Attainment:** Actively participated in fundraising activities for the organization.

Voluntary Workcamps Association of Ghana – Gyankufa, Ghana | July - August 2001

- Undertook steps for promoting AIDS awareness in rural farming community.
- Attainment:** Involved in Brong-Ahafo region community life. Conducted English courses.

INTERESTS

- Active Member of Toastmasters International (non-profit educational organization) since 8 years – Past Vice President of Public Relations, Vice-President Membership & Secretary at Club level and Coordinator at Division level.
- Passionate Practitioner of Tai Chi since 10 years.