

Sophie Bellone

Business optimisation and quality management



PROFILE

Well-versed and results oriented professional with international experience and exposure to various industries. Dealing with business analysis, internal audits and quality management to continuously improve internal processes and increase customer satisfaction.

SKILLS

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|------------------|-------|
| Interpersonal | ●●●●● |
| Organizational | ●●●●● |
| Systems thinking | ●●●●● |
| Problem solving | ●●●●● |
| Strategy | ●●●●● |

CERTIFICATIONS

Project Management

The Open University - Sept. 2018

ISO 9001:2015 Internal Auditor

Lloyd's Register - March 2017

Entry Certificate in Business Analysis

International Institute of Business Analysis (IIBA)

EXPERIENCE

Dyarcos Holding Group - Doha, QATAR (May 2015 - Aug 2019)



Group Business Process Manager

Dyarcos International Group | Jan 2018 - Aug 2019

In charge of optimising the operational performance of the head office as well as two fully owned subsidiaries:

Key achievements:

- Redesigned the business processes* of a newly acquired venture:
 - Elicit requirements from the stakeholders
 - Draft and model the processes AS IS and TO BE using Business Process Modeling Notation (BPMN)
 - Plan the process automation with the implementation of an ERP
 - Review and measure the KPIs of each process
 - Define and implement changes and monitor progress during monthly review meetings
- Developed 2 distinct Quality Management Systems (QMS) and had both companies ISO 9001:2015 certified:
 - Manage the whole certification process
 - Perform risk assessment
 - Draft the Quality Manual, related policies, procedures, annexures and forms to be used (150+ pages)
 - Conduct internal audits with department heads
 - Report to top management on the performance of the QMS (e.g. audit results, corrective actions to increase customer satisfaction)

* Sales, presales, logistics, procurement, project, support

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Senior Business Process Officer

Dyarc International Group | Apr 2016 - Dec 2018

Key achievements:

- Wrote a white paper highlighting the current standing and shortcomings of an underperforming venture:
 - Use of financial data, reports, internal meetings, customer feedback to bring clarity on overall performance, sales, inventory, debtors, communication and work quality.
- Implemented recommendations given in the white paper:
 - Create a sales performance tracking system
 - Analyse and reduce aging inventory
- Performed internal quality audits of department heads:
 - Schedule and conduct audits to ensure compliance with the QMS and effectiveness of procedures
 - Report findings to top management along with areas for improvements
 - Implement corrective actions



Business Development Officer

Primedia, subsidiary of Dyarc International Group | May 2015 - Apr 2016

Review and optimise the Sales process to support the company's transition from print to digital

Key achievements:

- Reviewed process and highlighted areas for improvement
- Designed and implemented a new process to effectively organise and use data from customers
- Redesigned marketing collaterals used by the Sales Team

I relocated to Doha and worked as a freelance for a French event management company whilst looking for a permanent job.



International Tax Consultant Junior

DELOITTE - LUXEMBOURG | Sep 2012 - Jun 2014

Optimise M&A of investment funds from a tax perspective.

Key achievements:

- Coordinated with department heads to ensure timely completion of the projects
- Reviewed legal documentation related to tax restructuring
- Performed administrative tasks and organisational responsibilities

EDUCATION



MSc Management for Business Excellence

University of Warwick, UK - Graduated in 2012 with merit.

MSc project: How to optimize an industrial cleaning system using Six Sigma?

INFO

Nationality: French

DOB: 19 Jan. 1989

Availability: immediate

LANGUAGES

French ●●●●●

English ●●●●●

Spanish ●●●●●

CONTACT

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