

Nicolas LOUGE, PMP

Senior Project Manager

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Bilingual senior project manager with a strong tech background and 9+ years of extensive project/program management experience on large-scale projects in complex matrix organizations with international teams. Major experience lies in developing and implementing innovative projects and products that tie into the vision, mission and strategy of the company and leading/collaborating with cross-functional teams to ensure on-time/on-budget delivery. A highly organized, creative, high-performer with excellent problem-solving, interpersonal, and communication skills.

PROFESSIONAL EXPERIENCE

Senior Project Manager, *Versett*, Toronto, ON Nov 2022 - Aug 2023

- Managed a \$2M wholesale pricing management project for the British Columbia Liquor Distribution Branch (timeline, budget, invoices) and medium size projects (< \$250k) for BC Cannabis, BC Liquor Store, Burnaby Golf, and Ceridian
- Enforced Scrum principles, championed Agile-based best practices, facilitated continuous improvement (CI) and removed blockers to the activities of 10+ team members
- Identified and supported the implementation of several improvements to our project setup in our internal project management tool (Forecast)
- Supported the hiring process and hired software and QA (Quality Assurance) engineers
- Streamlined and strengthened the PM toolbox and led initiatives to improve internal processes and workflows

Senior Project Manager - Microsoft Canada, *Wunderman Thompson*, Toronto, ON Dec 2020 - Nov 2022

- Managed a portfolio of 130+ local marketing websites that are used to support and amplify campaigns and events (two of them won a Canadian Marketing Association award in 2021) and reduced the digital footprint by 36% in FY22
- Streamlined web analytics capabilities by implementing Microsoft Clarity, creating key performance indicators (KPIs), and managing Power BI & Adobe Analytics dashboards to build engagement and drive informed marketing campaigns
- Launched the new version of Microsoft Canada Events resulting in an increase of 30% more visits & the first version of Microsoft Immersion Workshops (two of the major and most strategic local websites of the company) that is now in the top 10 of Microsoft Canada's most visited websites after only a few months
- Supported the \$1M enhancement/migration and worldwide deployment of Campaign Desk, an internal marketing ticketing system resulting in the improvement of major marketing processes, reporting, and seamless implementation
- Led the editorial execution in English/French for core evergreen marketing websites around artificial intelligence (AI)

Project Manager - PMO, *Safran Landing Systems*, Toronto, ON Aug 2019 - May 2020

- Managed a \$25M budget, project plans (tasks, resources, hours), and deliverables of a portfolio of 18 Commuter/Military and Research and Technology (R&T) programs
- Oversaw and optimized resource allocation leading to efficient project progression and on-time delivery
- Delivered ongoing Excel and PowerPoint reporting of key metrics of all programs to the engineering/program executive team to support and coordinate the implementation of strategic direction
- Created Excel tools and developed VBA macros; optimized dashboard creation time by 60%
- Ran weekly meetings with the program and the engineering teams to ensure all key issues/risks were being addressed, mitigation plans were put in place, and governance processes and standards were being adhered to
- Facilitated communication across the executive, program, engineering and PMO teams in Canada, France and the UK

Product Manager, *Hubnest*, Toronto, ON Sep 2018 - May 2019

- Launched the first two products of parent company's new automotive start-up: Dealer Lingo (automotive marketing assistant) and Carlyzer (inventory management mobile application)
- Oversaw product roadmaps, project plans, budgets, deliverables, documentation, quality assurance (QA), and delivery (Agile Scrum) in direct coordination with the CEO
- Led the rewrite of the entire backend architecture of the Dealer Lingo web application after identifying a major design flaw during onboarding resulting in shipping next releases on time and on budget
- Pitched Dealer Lingo to Arlene Dickinson (Dragons' Den Canada) at the TELUS Pitch 2019
- Managed internal and client projects through prioritization planning, coordinated internal/external communication, and continuous improvement of project management processes
- Developed the recruitment process and interviewing assessment tools used to recruit 6 copywriters

- Project Management Consultant, ASI, Paris, France** **May 2017 - Dec 2017**
- Deployed a Lean-Agile visual management software solution (iObeya) to 20+ projects of Bolloré Transport & Logistics's IT department, including process documentation, coaching and training
 - Optimized cost by 15% by creating a deployment planning and archiving retired projects
 - Led a project management software (Planisware) deployment and a WBS template implementation for Zodiac Aerospace US in California and Texas through updating of program planning requirements, production plans validation, and User Acceptance Testing (UAT)
 - Led workshops across Engineering, Supply Chain, Procurement, Program Management, and Manufacturing departments with 30+ employees leading to the creation of the most comprehensive WBS of the company

- Project Manager - Renault Nissan Mitsubishi, MI-GSO, Paris, France** **May 2014 - May 2017**
- Implemented a new cross-functional position on the two biggest vehicle projects of the brand (+€1B budget) with a focus on enhanced monitoring tools, robust reporting and continuous KPI/process improvement that ended up being implemented on every vehicle project resulting in a 150% growth of the consulting team
 - Oversaw project deliverables on the brand's three largest projects while serving as a point of contact on purchasing activities across four international departments
 - Collaborated with 100+ employees in the Design, Engineering, Quality, Prototype, and the Project Management Office (PMO) department in a complex matrix organization
 - Led a team of 10+ project schedulers responsible for project performance tracking and reporting
 - Delivered weekly Excel and PowerPoint reporting of key project metrics of vehicle projects sold in China, South Korea, and France to the Engineering management team to provide guidance and to plan strategic action plans
 - Optimized onboarding time by 70% by creating a welcome kit and by launching a new version of Renault's internal knowledge management software for the entire group that is now used daily by thousands of employees around the world
 - Mentored 10+ team members and helped them navigate their roles, the tools/processes, and the global organization

Project Manager Intern - Airbus, Altran, Toulouse, France **Mar 2013 - Aug 2013**

Technical Project Manager / Software Engineer Intern, Inovans, Toulouse, France **Oct 2012 - Feb 2013**

Software Engineer Intern, ICOM, Toulouse, France **Jul 2012 - Aug 2012**

Software Engineer Intern, CNES, Toulouse, France **Sep 2009 - Aug 2010**

EDUCATION & CERTIFICATIONS

Product School, Product-Led Growth Micro-Certification **Aug 2022**

Y Combinator, Startup School **Jul 2022**

Project Management Professional (**PMP**), Project Management Institute, Toronto, Ontario **Dec 2018**

ESAIP, Graduate School of Engineering, Toulouse, France **Sep 2008 - Sep 2013**
 Master of Engineering degree - IT Project Management

SKILLS

Technical: Excel, Project, Microsoft Office, Google Suite, Jira, Confluence
 Languages: French (native); English (fluent)

INTERESTS

Blogging: writing about technology on nicolaslouge.com, travel on whileimgone.fr, and electronic music on stopthenoise.fr
 Photography: street/travel/portrait (Micro 4/3 mirrorless camera)