

> Personal details

Birth date: **24-jul-1982** | Married | **Driving licence (B)** | EU Citizenship

> Contact

E-Mail benjamin@vigier.biz

Phone **+43 650 623 5223** | +43 313 522 257

Home address Talstraße 5 | A-9260 Vasoldsberg | Austria

> Skills

- automation, workflows, JDF
- project management, human management
- training & technical advising
- pre-sales & technical support, customer relation
- documentation, step-by-step
- technologies
- technical investment advising
- development & scripting
- ...

> Education & Training

2011 → now **Esiko training and certifications on Suite 7, 10, 12, 14 and Platform 16** *Refreshers on customer relationship, communication, security, IP protection...*
Esiko Academy (Gent, Belgium)

2010 **WebShop Certification**
HP Hiflex (Aachen, Germany)

2008 **Team & Resources Management** *Refresher on Colour management, Adobe CS, Quark, PitStop, Mac OSX (user & admin)*
Groupe Fim (Cherbourg, France) **Archipel** (Rennes, France)

2003 | 2004 **Bachelor degree "Métiers de l'édition" - Specialized in digital prepress workflows**
diploma: 2004 **École Supérieure des Arts et Industries Graphiques Estienne** (Paris, France)

2001 | 2003 **Brevet de Technicien Supérieur Industries Graphiques Communication Graphique (equiv. BETC Higher National Diploma in Graphic Arts)**
diploma: 2003 **Lycée Étienne-Jules Marey** (Beaune, France)

1997 | 2001 **High School diploma Specialized in Sciences and Engineering**
diploma: 2001 **Lycée Clos Maire** (Beaune, France) / **Lycée de Presles** (Vichy, France)

> Work experience

nov. 10 | now **Esiko (Danaher)** (Gent, Belgium + Home-based in Graz, Austria) **Danaher Business System (Kaizen-based)** *revenue 2010: - 184 M € staff in Belgium 300 / 400*
Solutions Support Engineer

My role as a Solution Support Engineer is to ensure Esiko's customers can benefit to the full potential of Esiko's pre-media solutions. First, by answering and registering customer service requests in the CRM (ServiceCloud). Then by making sure to swiftly take action to resolve problems on Automation and Colour Management solutions for Enterprise Customers. On top of these duties, I always make sure to proactively advise customers on the evolution of their Esiko solutions and on the optimisation of their workflows. I also carry on testing and reproducing of customer issues in relation with other teams (L2 Support and R&D). Other tasks include coordination of beta software with customers and remote upgrade of production servers.

apr. 09 | nov. 10 **Le Révérend Imprimeur** (Valognes, France) **5S, AFNOR R280, PSO** *turnover 2009: - 11 M € staff 80 / 100*
Digital Development Manager

I guided the company in selecting, acquiring and managing the HP Hiflex Web2Print system. I was leading the decision team and later took part in the training, deployment, support and daily maintenance. In parallel to this migration, I was in charge of maintaining the existing W2P and logistic solution for which I had the roles of project manager, pre-sales and support. An important part of the job was also the study and implementation of "tailored" client solutions in terms of automated job delivery and colour management. Moreover, I was responsible for overseeing the technical aspects of the prepress equipment (maintenance and optimisation of the ApogeeX Workflow, push towards PDF/X, colour management and PSO certification, ...).

sept. 06 | apr. 09 **Le Révérend Imprimeur** (Valognes, France) **5S, AFNOR R280, PSO** *turnover 2007: - 10,4 M € staff 100 / 110*
prepress Manager, Sales support prepress technologies

I was in charge of a dedicated prepress team of about 10 persons, working two shifts. My role was overseeing the whole operation from organising technical trainings to yearly performance reviews. I was leading projects such as standardisation of prepress production processes and documents. Simultaneously working towards the implementation of better colour management and proofing (PSO). I pioneered an initiative to generate value for prepress, including a salespeople awareness program and pre-sales visits at customers. I managed the prepress hardware and software evolution, working hand-in-hand with IT.

jan. 06 | sept. 06 **Unisys France** (Colombes, France) **Six Sigma** *turnover 2007: - 131 M € staff in France 700 / 800*
Media Technical Consultant and Project Management Assistant

As a media consultant, I was in charge of providing installation, customisation and training for the editorial solution "Hermès". I also punctually helped major news groups in preparing special editions. In addition, I carried out a long-term mission for the Safran Group, in their "Messier Dowty" branch (aeronautic engineering) where I was managing hardware and software evolutions, piloting the local IT team from HP and handling incident response.

apr. 05 | nov. 05 **e-mergency** (Mersch, Luxembourg) **PDCA** *staff in Luxembourg 0 / 5*
MIS Support and Training

As e-mergency was a small startup, I had to be polyvalent and switch from technical support to training or being interface with our outsourced development team or writing documentation. I was also in charge of set-up and deployment of production and demo web servers.

nov. 03 | nov. 04 **espaceGraphic** (Fontainebleau, France) **PDCA** *turnover 2007: - 1,06 M € staff 10 / 15*
CIO and prepress Manager

I worked for espaceGraphic as an apprentice during my Bachelor studies. I conducted several projects around digitisation, standardisation, automatisisation of the prepress (Digital production information, FTP server setup, PDF certified workflow, CTP, digital proofing and CIP3). Furthermore, I was managing the hardware and software for production and administration teams. An important part of my job was advising customers regarding standards and file production. I also spent some time adapting the setup of the MIS (Graphisoft/Rhappo) in order to provide more accurate estimates.

> Spoken languages

French and English (bilingual) / German (print and intermediate knowledge) / Polish, Dutch and Luxembourgish (beginner, willing to improve).

> Miscellaneous

Travel/road-trips, ostmobiles, computers, web and mobile technologies, OpenSource, skiing, movies, gastronomy, reading, typography and design.