

Benjamin Vigier

Talstrasse 5 • 8076 Vasoldsberg • Austria
+43 650 623 5223 • benjamin@vigier.biz
<https://benjamin.vigier.biz/> • <https://www.linkedin.com/in/vigier>

Passion for customer satisfaction and technical support excellence through leadership, excellent communication, customer focus, collaboration, and accountability.

Professional Experience

ams OSRAM / Manager Product Identification

MARCH 2018 - PRESENT, Graz, Austria

I lead an asynchronous, distributed five-person team within the supply chain management department.

Together we provide, maintain and offer customer support for the global product identification solution, ensuring traceability and brand consistency. We assist our users with change requests, the introduction of new products, and technical support and troubleshooting of the automated labelling solution. We also ensure continuous improvement of our tools and methods.

In the last 4 years, I hired 4 team remote members, both as replacements and to grow the team. Our focus was on applicants' enthusiasm, empathy and fit with company culture more than on technical skills, which could always be enhanced by training. Further, I set up a mentoring system for our new hires in order to allow a smooth onboarding, including after introducing WFH. Another important aspect of talent management was ensuring that the team got trained regularly, for example developing project management skills or participating in university-provided courses. Lastly, a core aspect of my work is coaching the multicultural team to ensure they keep their collaborative spirit and remain motivated and trained.

In order to standardize our processes and change management, and simplify follow-up, I mapped change request flows to create a Process Change Review Board. This tool reduced the workload on such requests by approximately 15%.

As part of our operational excellence drive, I introduced ServiceNow in the labelling operations. This initiative led to a 30% decrease in issues reported, as well as a shortened resolution time. In line with that and to increase service quality and productivity, I introduced dashboarding, incident monitoring, and performance management for key support indicators. To further strengthen our self-service offer, I updated our intranet, including news posts and webinars. I also designed per-site mailing lists to keep users up-to-date with plant-specific service info.

In cooperation with colleagues from IT, I ensure that our technology stack stays relevant, and in line with industry trends.

Esko / Solution Engineer

NOVEMBER 2010 - MARCH 2018, Gent, Belgium / Graz, Austria

I ensured that Esko's customers, including creative professionals, brand owners and print providers, could benefit from the full potential of their pre-media products and solutions. I was part of cross-functional teams that kept in touch with customers through email, chat, visits and, of course, by speaking over the phone. The solution team had to build relationships with the top-tier customers and know their workflows inside out.

I provided advanced services and technical advice on optimizing the use of Esko products and their integration into their global automation workflows. Part of my day-to-day activities was solving problems and troubleshooting.

To streamline the support operation, I developed userscripts, hosted on GitHub, to connect our support tools in Service Cloud to legacy applications.

I helped tailor standard workflows for the introduction of the SaaS offer.

Other responsibilities included managing projects like beta testing, and production system upgrades, in coordination with L2 support and R&D.

Le Révérend Imprimeur / Digital Development Manager

APRIL 2009 - NOVEMBER 2010, Valognes, France

I oversaw the eCommerce and Web-to-Print products, including pre-sales, customer relationship management and supply chain management (order fulfilment and logistics).

I coordinated a software platform switch from an in-house developed solution to a customized instance of HP's Hiflex Web2Print, including market research, negotiation project management, training, setup and support. Increased the number of SKUs offered online by over 100%.

In parallel, I kept the preprint technical solution up to date with industry standards and the owner's vision in partnership with vendors and OEMs.

I coached and educated the sales team on how to better highlight our range of non-print products and services.

Le Révérend Imprimeur / Prepress Team Lead and Sales Support

SEPTEMBER 2006 - APRIL 2009, *Valognes, France*

I was responsible for team management and shift scheduling of a ten-person prepress team. I organized production and defined key performance indicators for the team. We tracked important projects such as equipment renewal through OKRs.

I was in charge of interviewing, recruiting and training new team members.

I oversaw a complete reorganization plan and equipment renewal. Investing in a new CtP doubled the department's productivity and reduced the turnaround times by 20%.

I initiated a shift in operation to increase customer focus, providing new commercial services and increasing profitability for a service that is generally seen as cost only.

Furthermore, I helped customers overcome technical problems, produce impactful designs, and get more value and security out of the print process. I was in constant communication with customers about their orders.

I pioneered an initiative to generate value from prepress tasks, through sales team training and pre-sales visits for top-tier accounts.

I managed projects such as obtaining PSO certification for colour management or introducing standardized documents and work instructions.

In collaboration with the IT team and external vendors, I supervised the prepress equipment evolution.

Unisys / Solutions Consultant

JANUARY 2006 - SEPTEMBER 2006, *Colombes, France*

One of my missions was handling internal IT for a Safran Group subsidiary.

I was the interface between users and the local HP team for all software and hardware needs of an aeronautic engineering company. When required, I helped solve problems directly. Overall, I ensured timely, high-quality service delivery. I facilitated the reduction of request processing time by 10%.

One other mission was providing consulting about installation, customization, and training for the editorial content management solution "Hermès". I also assisted and advised major media groups in preparing special editions.

e-mergency / MIS Support & Training

MARCH 2005 - DECEMBER 2005, *Mersch, Luxembourg*

In a small startup like e-mergency, resourcefulness, polyvalence, and collaboration were crucial to customer success.

I used my communication skills to offer a smooth relationship between the company's biggest customer and the offshore engineering team.

I trained and provided paid support to customers.

In addition, I participated in documenting the solution.

Lastly, I supervised the technical environment in Luxembourg, such as setting up web servers for production and demos.

espaceGraphic / Prepress manager & CIO

NOVEMBER 2003 - NOVEMBER 2004, *Fontainebleau, France*

I worked for espaceGraphic as an apprentice during my Bachelor studies.

I was the main point of contact for customers regarding standards and prepress production.

For top-tier customers, I offered dedicated, on-site, support and training.

To provide more accurate estimates and better match customers' needs, I reorganized the configuration of the ERP.

I conducted projects around digitization, standardization, and automation of the prepress workflows. This resulted in a reduction of 30% in the use of chemicals in plate making and a 25% increase in production capacity.

Education

École Supérieure des Arts et Industries Graphiques Estienne

B.Sc. "Métiers de l'édition"

(Specialized in digital prepress workflows)

OCTOBER 2003 - OCTOBER 2004, *Paris, France*

Lycée Étienne-Jules Marey

Brevet de Technicien Supérieur Industries Graphiques Communication Graphique

(equiv. BETC Higher National Diploma in Graphic Arts)

SEPTEMBER 2001 - SEPTEMBER 2003, *Beaune, France*

Always keeping up to date with technology, received professional certifications, for solutions such as the Esko Suite (versions 7 to 16) or HP Hiflex.

Participated in training sessions and workshops on topics ranging from customer service to team management.

Interests

Travel, food, computing, Linux and open source ecosystem, scripting (PHP, Bash, VBScript), old-timers, equestrian sports.