

Guillaume ARLUISON

Program Manager | Product Manager / PO | Senior Project Manager | Senior Business Analyst

Based in Geneva since 2006, with two children aged 16 and 18 attending school in Geneva, living in Eaux-Vives and with a home in France 2 km from the border, current G permit.

<https://www.linkedin.com/in/arluison/> - guillaume@arluison.com - +41 76 822 32 52

Languages

Native French, bilingual English

Nationality

France

Birthdate

31.08.1974



My goal is to build bridges between IT, marketing, design and business teams to streamline collaboration and improve team effectiveness.

I sometimes define myself as a data sculptor: transforming raw information, structuring it around needs, mastering its presentation and making it clear, relevant and attractive to maximize its impact.

Core competencies

- **Program leadership and project management:** Multi-country, multilingual environments, multi-million CHF/EUR budgets and multidisciplinary teams
- **Business analysis and digital transformation:** Requirements gathering, process modeling, functional specifications and user stories
- **Delivery of e-commerce, ERP and information system projects:** Digitalization, replatforming, migrations and enterprise solution integration
- **Stakeholder engagement and governance:** Steering committees, operational committees, change management and user training
- **Team management and coordination:** Management of international teams up to 20 people, resource planning, recruitment and skills development
- **Strategy definition, risk management and roadmaps:** Planning, follow-up, KPIs and indicators, procedure optimization, test management and quality
- **Strong technical and digital background:** Methodologies (Agile, Scrum, Hermes, Prince2), UX, generative AI, cybersecurity, Open Source and facilitation between business and technical teams

Experience

01.2023 - 10.2025 2 years and 9 months Geneva	Principal Project Manager - Valtech <i>IT services company</i> Program and/or international e-commerce project manager for major sports product and accessory groups (including Salomon and Scott), OMS migration and e-commerce replatforming, generally in Java and Node.js. Development manager in an IT services company for a major watch brand, managing around fifteen Java Spring Boot projects around watch management, quality processes and B2B/B2B2C after-sales service. Project manager and business analyst for digital marketing projects, especially product configurators for industry and dotcom. • Multi-project management, budget management and resource management • Presales: strategy, estimates, responses and tender presentations • Business analysis alone or with dedicated BAs, writing and reviewing user stories • Writing business and technical procedure documentation • Writing and facilitating steering committees and training materials Methods: Agile, Scrum or equivalent Tools: SAP Commerce, Drupal, Magento, FluentCommerce, Adobe AEM, Adobe Analytics, OpenAir, Teams, SharePoint, Office, Sensei, Miro, Figma
03.2019 - 12.2022 3.5+ years Geneva	Program Manager - SOSI / DI / État de Genève <i>IT services consultant, first with ERNI then MITC</i> Led the paperless financial-process program for the infrastructure department, covering a set of projects aimed at reducing or eliminating paper and improving processes from request expression, tender, contract and invoices through to payment. • Project coordination, strategy, program roadmap, project planning and budget management • Facilitation and writing of steering and operational committee materials and minutes • Business study and analysis, definition and digitalization of business processes • Risk identification and management with GRQ and SOSI • Change management: numerous training sessions and development of e-learning material • Writing business and technical procedure documentation • Definition and participation in testing for the Oracle ERP and building management system Methods: Hermes, Agile Tools: Oracle CFI, FEX, iPorta, SharePoint, Office, MPM, Project PWA, Windows
04.2017 - 02.2019 2 years Satigny / Geneva	Senior Project Manager - OMS / Novel-T <i>Public health</i> Led the redesign of the information system for monitoring and processing polio cases in Pakistan and Afghanistan. • Business analysis, definition and digitalization of processes between WHO and laboratories • Technical specifications, ergonomics and mockups • Project management and documentation of business and technical procedures, user training in the medical field • Analysis, strategy and implementation of data, business rules and geography migration across the last 30 years

	Methods: Scrum Tools: Drupal, GitHub, ZenHub, Visio, Axure, Office, Windows, Linux
01.2014 - 12.2016 3 years Lausanne / Ouchy / Vevey	E-commerce Project Manager - SPECIAL.T - Nestlé <i>E-commerce</i> Led the Nestlé SPECIAL.T e-commerce platform: 7 markets, 3 languages, 2 logistics providers, 3 payment services, 4 million orders and peaks above 7,500 orders per day. • Risk analysis, RFP writing, contracts and SLAs with suppliers • Project and budget management above CHF 1M per year • Business requirements gathering, functional specifications and solution architecture • Audit and implementation of quality processes for code management, documentation, technical processes and defect tracking • Definition and tracking of KPIs for the business and group • Management of delivery, deployment and acceptance testing • Management of SAP ERP interfacing, fraud detection setup and B2B/B2C billing Methods: NPDI, Adapted Agile and Scrum Tools: Microsoft Project, GitLab, NPDI, Office, Magento, CDN, OCOD, RightNow, SAP, Salesforce
11.2012 - 07.2013 8 months Geneva	Project Director - Cross Systems <i>IT services company</i> Led e-commerce and intranet programs for Nestlé, Addax and Richemont. • Strategy, technical and budget analysis to migrate four Nestlé e-commerce brands to Magento across more than 60 markets and four continents • Management of technical delivery teams for e-commerce and digital marketing • Budget management for delivery Methods: Scrum, Prince2 Tools: Microsoft Project, Office, Visio, Magento, Drupal
02.2006 - 08.2012 6 years Geneva	Engagement Unit Manager - blue infinity <i>IT services company</i> Project manager, engagement manager and then director of the eTechnologies and Open Source Business Unit. • Management of a 15-person team: recruitment, HR, training, staffing and project team building • Annual CHF 2.5M budget management for the team and client projects, with regular steering committees • Writing functional specifications • Technical leadership and project management for financial digitalization, procurement, intranet and e-commerce projects • Contributed to DARES intranet, CTI intranet, e-learning, GINA and Drupal factory projects for DIP • Numerous intranets and dotcoms for Richemont, PMI, JTI, Pictet and BCV • Defined programming and quality standards for the State of Vaud, trainer for the State of Vaud and a private bank Methods: Scrum and Agile, Prince2, RUP, Hermes Tools: Microsoft Project, PHP, Python, Drupal, Magento, Jira, Redmine, Bugtracker, Nagios
01.2004 - 11.2005 2 years Kent, England	Development Manager - Scivisum UK <i>Software testing startup</i> Designed and developed monitoring, testing and stress-testing software for web applications and thick apps. • Solution architecture and design • Writing functional and technical specifications • Development management and application acceptance testing Methods: Scrum Tools: Nagios Technologies: Open Source, PHP, Python, Linux
04.2000 - 10.2003 3 years Sophia Antipolis, France	Development Manager and Quality Project Manager - ORANGE <i>E-commerce</i> E-commerce development manager for Alapage.com, an Amazon-like platform with 2 million products and orders. • Development of a search engine • Created the quality team to improve monitoring of Wanadoo Portails services • Defect management and tracking Methods: V-model, Prince2, RUP Tools: Big Brother, LoadRunner, Monitoring tools Technologies: Open Source, C, PHP

Education and Training

Main Education 1999 - 2000 - Postgraduate degree in Human-Computer Interaction Computer Science Teaching and Research Center - Avignon, France 1996 - 1999 - Engineering-Master degree in Mathematics and Computer Science Professional University Institute - Avignon, France 1995 - DEUG MIAS - Mathematics, Computer Science and Applications to Science University of Avignon and Pays du Vaucluse - Avignon, France	Training & Certifications 2024 - 2026 - Intensive self-training in artificial intelligence: AI Summit & EPFL, ChatGPT Plus, Claude API credits, vibe development and Dify AI agents Q4 2024 - Aprimo DAM Administrator - Digital Asset Management 06/2018 - Axure, UX/UI prototyping software 2014 - NPDI: Nestlé Project Management training and certification 2006 - Scrum training at Swisscom
---	--

Skills

Domains: Digital Marketing, e-commerce, Contracts, Calls for tender, Billing, e-signature, Cybersecurity, GDPR

Methods and processes: Hermes, V-model, Scrum, ITIL, Prince2, RUP, Waterfall, Merise, Pert, Gantt

Planning: MS Project, SAP, OpenAir, MPM, Jira, Wrike, Notion, Redmine

Modeling / UX: Figma, Miro, MindManager, Visio, Axure, Balsamiq, Miro

Monitoring / Validation / Stress testing: Nagios, Shinken, SoapUI, HTML/CSS accessibility robots, LoadRunner, Unit tests, Selenium

Defect tracking: Jira, Adobe LiveCycle, HP Service Manager, GitLab, GitHub, Bugtracker, Mantis, Redmine

E-commerce: FluentCommerce, Adobe Commerce, Adobe OMS, SAP Commerce, Hybris, Magento

PIM / DAM: Salsify, Aprimo

CMS / EDM: SharePoint, Adobe AEM, Drupal, Confluence

Business tools: ERP Oracle, SAP, Salesforce

Technologies: Windows + WSL, Linux, HTML5, CSS3, JavaScript, JQuery, XML, Webservices & API, CDN, WAI, WCAG, IDP

Development: Python, PHP, Java, Node.JS, Kotlin

Databases: MySQL, Oracle 9/10i, PL/SQL, SQLite

Artificial intelligence: ChatGPT, Codex, Claude, Cowork