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- Master in Business of Administration (MBA), 1994  
- (DESS) Ingénierie des Ressources Humaines, 1995  
- Membre certifié des Traducteurs de Québec (S.T.Q)  
- Bachelor of Arts Honours Degree, Business Studies,  
- T.E.F.L. (Teaching English as a Foreign Language)  
- Diploma Management, Chartered Institute of Management

**Bilingue: Français/Anglais**

**Courant : Espagnol/Allemand**

**Current: Freelance Translator and Professional Business English consultant for international organizations**

Recent translation topics : Corporate Communications, Marine Biology, Health & Safety, Agriculture, Tourism

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**05/03-01/2010: AMADEUS Sophia Antipolis, Knowledge Management Consultant, Sales & Marketing**

Designed and implemented a collaborative solution, launching & driving “Communities of Practice”, to enable online learning, facilitate teamwork and encourage innovation and peer to peer knowledge sharing. The learning solution was successfully implemented globally and won a quality award in 2008.

**2001- 2003 : AMADEUS Sophia Antipolis, Corporate Communications Manager**

Responsible for the Internal & External Communications strategy for the Sophia Antipolis site (1500 staff), marketing Amadeus as a centre of excellence for IT development (Press relations).

**1996-2001 : AMADEUS Sophia Antipolis, Internal Communications Manager**

**Knowledge Management & Communication**

Developed a global strategy for building “**Communities of Practice**”, **teamsites** and “**Communities of Interest**” within Amadeus to contribute to business results through more effective teamwork.

- Designed a global KM Strategy, process & structure, developed guidelines, templates, quickcards, FAQs
- Design of new marketing learning workshops
- Design & delivery of training courses in Knowledge Management and the collaborative solution

**On-line Learning / Internet / Multimedia**

- Created and launched a **learning** initiative “**Marketing Knowledge Café**” for the sharing of Good Practices and the development of marketing skills among staff worldwide
- “Push & Pull” online learning to structure and facilitate self-learning – making available business relevant management articles, podcasts which support the strategic learning objectives
- Design and delivery of intranet ( > 3000 employees)
- Design of corporate CD ROMs, corporate videos,

**Human Resources**

- Training & Development : Management development programme & organisation of Media Skills training for Top Management
- International Mobility : Management of Expatriates & Seconded staff & elaboration of the International Assignment Policy
- Recruitment & Integration programmes for international teams

**Internal Communication**

- Learning sessions on Corporate Projects & Product Communication
- Creation & launch of new communication tools
- Company Video : Objective : to attract best talent worldwide
- Design & content of Company newsletter

**External Communication**

- Presentations for an international audience (Communications & Knowledge Management)
- International Press & Public relations & Community relations

**Event Management (Motivational + Knowledge Sharing)**

- Development & Management of team-building activities & seminars
- Management of incentive events & marketing events for over 1500 people (including 10<sup>th</sup> Anniversary)

**Translation & Proof reading**

- Business proposals, internal policies etc.

**1991 – 1993 Translator and Communications Officer, Sodexho SA, Paris, EMEA**

**1988 – 1991 Translator, Sodexho Canada, Montreal**

Responsible for translating all contractual documents into English

**Legal Officer**

- Coordinator during merger, acquisition & restructuring period
- Management of global communication plan for Canada

**1986 – 1987 Translator, Heineken, Paris, Investment Department**

- English language lessons for Managers

**1985 – 1986 Translator & Interpreter, ACNO, (Association of the National Olympic Committees) Paris**

- Translator & Interpreter at Olympics meeting in Seoul
- Editor of Newsletter

**1981 - 1985 Freelance Translator, Cicred, (Committee for International Cooperation to National Research in Demography & other international organisations.**

**1981 – 1986 Teacher of English as a Foreign Language, Paris & Cambridge, UK**

- Designed new English Language Courses for TSA, English School in Paris & Business English courses at International Businesses, **Sintra, Heineken,**

**Professional Training**


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<b>2010</b>	<b>Chartered Institute of Management – currently preparing “Diploma” level of Management Consultant</b>
<b>2008</b>	<b>Chartered Institute of Management – Management Consultant Certificate</b>
<b>2002 – 2006</b>	Communication & Knowledge Management Trainings & workshops
<b>2004</b>	Amadeus Marketing programme & Krauthammer Business Management Course
<b>1999</b>	Communicating Corporate Strategy, Strategic Communication Management, UK
<b>1998</b>	Internal Communication Strategy in action, Smythe Dorward Lambert, Oxford
<b>1988</b>	Social & Labour Law, McGill University, Montreal

**Other Professional Experience**


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<b>2006 -2009</b>	Guest speaker at Knowledge Management Conferences, Paris & Sophia Antipolis
<b>2003-2009</b>	<b>President (2003–2005 &amp; 2007-2009) of “Helping Hands”,</b> NGO (Association Loi 1901 whose mission, “Bridging the Gap”, is helping those in need, locally and overseas. <a href="http://helping.hands.free.fr">http://helping.hands.free.fr</a> Construction of computer centres abroad. The association, created in 2003, has gained interest and support from local organisations and Amadeus is now the main sponsor.
<b>2002</b>	<b>President of the Communication Committee for TELECOM VALLEY Association</b> Responsible for Communication Plan (Main projects: Design & implementation of website & on-line newsletter for Telecom Valley (Association of 70 Telecom Companies) <a href="http://www.telecom-valley.fr/">http://www.telecom-valley.fr/</a>
<b>2006 – 2009</b>	<b>Member of Boostzone Institute</b>
<b>2000</b>	<b>Member of IABC International Association of Business Communicators</b>
<b>1996</b>	Member of AFREP (Association of Professional Communicators)

**INTERESTS**

Social Computing & new Technologies, Linguistics, Travel, Humanitarian work, Interior design, Swimming, Tennis.