



# Caroline Theret

## Project Manager

### PROFESSIONAL EXPERIENCE

#### PROFIL

31 years old  
Driving license  
Experience: 8 years  
Availability: 1 month  
Mobility: Luxembourg

#### CONTACT

1, allée Hambois  
57650 Lommerange  
+ 33 7 45 28 91 00  
theretcaaroline@hotmail.com

#### SKILLS

Leadership  
Communication  
Organization  
Teamwork  
Project management  
Risk management  
Time management

#### SOFTWARE

Pack office  
Omnitracker  
ServiceNow  
Salesforce  
SD+  
GLPI  
PowerBI (certified)  
ITIL (certified)  
Prince 2

#### PASTIME

Sports (biking, fitness and running) and travels (world tour)

**2022 -**  
**Currently**

*Luxembourg*

**RCARRE**  
**IT Project Manager**

- Developing project plans, goals, and budgets; identifying resources needed
- Developing schedules and methods for measuring results
- Guiding and performing strategic analysis for the project
- Organising and managing all phases of the project to ensure on-time completion
- Assembling and coordinating project team members; assigning individual responsibilities
- Preparing requests for proposals and conducting all

**2017 – 2021**  
*Luxembourg*

**COMPUTER TASK GROUP**  
**IT Service Delivery Manager**

- Managing all project- or service-deliveries activities in collaboration with the technical leader, project team and stakeholders
- The main point of contact for the customer for the project/service execution
- Responsible for defining service level agreements (SLAs) and operational level agreements (OLAs) across all relevant business functions
- Design and produce Management Information, including dashboards, KPI reports and service performance metrics, to illustrate service performance and support senior decision making
- Work on technical offer under fixed price project
- Handling customer's request, responding quickly, effectively, with transparency and flexibility, following up with clients to ensure successful resolution

### EDUCATION

**2016**  
*Metz, Fr*

**Master's degree Marketing and Communication**  
*IAE Metz*

**2014**  
*Koln, Gr*

**Bachelor International Communication**  
*Koln Business School*

**2013**  
*Montpellier, Fr*

**DUT Techniques de commercialisation**  
*IUT Montpellier*

### LANGUAGES

**French**  
**English**  
**Spanish**

Mother tongue  
Read, written, spoken (B2)  
Read, written, spoken (B2)