



# Niraj Teeluck

Global Project Manager

Paris, France

[View profile on Dweet](#)

## Links

[LinkedIn](#)

## Languages

English (Fluent)

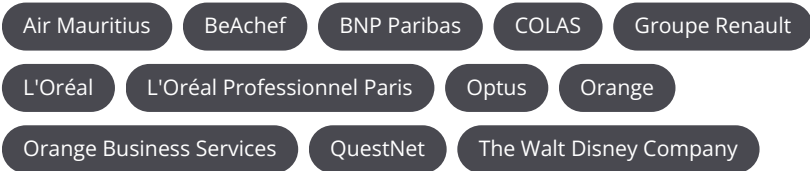
French (Fluent)

Hindi (Fluent)

## About

- Diverse sectors: Beauty, Banking, Telecom, Foodtech, Entertainment, Construction, Automotive
- International profile: France, UK, Australia and Africa
- Delivery Project Management, Agile, Digital marketing, Stakeholder management, CX

### BRANDS WORKED WITH



## Experience

### ● Global Brand Manager

L'Oréal Professionnel Paris | Nov 2022 - Now

Oversee and pilot all the workstreams associated with L'Oréal Professionnel's new & old (legacy) master - (Discovery, build, run)

- Advise & challenge WSF partners on website conception (discovery, design, build) & delivery
- Own the operational relationship with L'Oréal Pro DMI
- Ensure continuous delivery on each WSF workstream
- Facilitate the collaboration between DMIs, Zones, WSF tech team & WSF vendors
- Anticipate & mitigate risks pertaining to the brand
- Ensure onboarding and adherence of brands & partners to the WSF ways of working & performance KPIs
- Facilitate corporate projects within the DMI roadmap (ex: Product Impact Labelling / PIL)



### ● Global Project Manager

BNP Paribas | Dec 2020 - Nov 2022

Ensured that third-party applications complied with the bank's cloud regulations & successfully rolled-out ServiceNow

- Audited & advised entities on the 3rd party applications cloud risks
- Framed the digital audit process on ServiceNOW during the discovery phase.
- Managed the build phase & deployed the tool tailored to various entities' needs
- Added agility into the project management process (Rituals, Asana, JIRA, confluence..)
- Created support materials, communication, and training for all entities



### ● Global Project Manager

Orange Business Services | Oct 2019 - Dec 2020

Launched of a cross-functional learning initiative around 9 specific OBS priority themes. Targeted ≥ 28000 employees

- Supported >42 stakeholders, incl. 28 C-Level, to define project priorities, curate content, drive employee adoption, and improve CX
- Deployment adapted to local and international needs
- Developed trusting relationships with stakeholders – Key for the project's success
- Successfully deployed the learning platform to UK (pilot) & France
- Created support materials & training videos for optimal learning

- OBS Discovery Passport – Created one curriculum per hub to raise brand awareness

## ● Entrepreneurship

BeAchef | Jan 2019 - Oct 2019

Identified a gap in the healthy-food delivery market  
Elaborated a READY TO COOK meal kit concept in "phygital" mode



## ● Business Consultant

The Walt Disney Company | Jul 2018 - Dec 2018

Problem :

Disneyland Paris sought to leverage its brand strength, cast members, and refocus on its visitors by implementing an Integrated Disneyland Guest Plan on a three-year action plan.

This transverse approach had to be adopted to coordinate and monitor all initiatives related to guests, events, seasons and operations calendar.

Solution :

Provided an integrated visual timeline, simplified and tailored to "managers" and "contributors" profiles, encompassing all the business lines and their respective events. A reporting tool was also attached to the monitoring timeline to provide insights to main stakeholders on various key KPIs.

The new timeline now promotes the engagement and collaboration of all key stakeholders.



## ● Project Manager

L'Oréal | Jan 2018 - Jun 2018

Design and deployment of a BI for the DAFA (Data Analytics for Accounting) project. Optimisation of the purchasing-payment process of L'Oréal subsidiaries (Build).

Scrum Master :

- o Facilitate communication and continuous improvement within the team
- o Organise scrum meetings (sprint planning, task breakdown, sprint review, retrospective, backlog grooming, ...)
- o Ensure compliance with the Agile values and methodology within the team

Project Manager BI :

- o Carrying out the planning and defining the RACI
- o Follow-up of the overall planning
- o Budget monitoring
- o Deploy Power-BI
- o Steering and project committees

## ● Project Manager

COLAS | Jan 2017 - Dec 2017

Project management (AMOA): Specification and management of ZEPHYR, an ERP industry product - internal tool - sales, purchasing, stock, production, transport management

- o Specify the functional solution for improvement requests (800 users in France)
- o Create an automated reporting (Power BI) with KPIs extracted from the ZEPHYR application
- o Re-organise DDAs (User Improvement Requests) - Re-prioritise the Backlog
- o Regular monitoring by the MOA to ensure compliance with SLAs
- o Define the schedules/milestones for design, implementation (including testing phases), and deployment
- o Definition of costs for validation and acceptance
- o Co-facilitation of project committees



## ● Digital Consultant

Groupe Renault | Jan 2015 - Jan 2017

Context :

- "Helios" project: New Renault, Dacia & Nissan platform based on the Adobe Marketing Cloud CMS

Actions :

- Deployment of the Helios platform in close collaboration with the agency in charge of platform development (DigitasLBI) and country users
- Roll-out of the support division for country subsidiaries
- Provide technical support for countries "live" on Helios
- Assistance to country subsidiaries in the use of Atlassian tools (compliance with established processes, etc.)
- Manage digital issues (site content, lead Forms, 3D configurator) via JIRA and Confluence (Atlassian) project management tools, CMS - Adobe Experience Manager, Lead Management - Apigee
- Contribute to the common knowledge base (Confluence)
- Allocate tasks among the different actors and ensure the animation of the weekly meeting
- Audit of recurring problems in order to optimise resolution processes
- Accompanying >50 countries (Renault and Dacia) before and after "go-live :

Results :

- An increase of 46% in the number of Renault live sites and 40% in Dacia live sites

Technical environment :

- CMS : Adobe Experience Manager
- Outils Atlassian : JIRA, Confluence
- Leads Management : Apigee
- Salesforce Basic
- Adobe Analytics
- Adobe Campaign



## ● Digital Project Manager

Groupe Renault | Jan 2015 - Jun 2015

- Monitored deployment of 120 Renault Stores - AMI region
- Lead the CX analysis & the delivery of the Kadjar mobile application - AMI region
- Rolled-out Renault/Dacia/Nissan digital platform (CMS AEM) - 46% increase in live sites
- Provided functional support to live countries with dev agency collaboration
- Deployed the Support & Training pole globally - in agile mode (JIRA & Confluence)

## ● Marketing Intern

Orange | Jun 2012 - Dec 2012

Context :

- Deployment of the DEEZER project and the commercial platform - Orange Shopping.

Actions :

- Assistant Project Manager Deezer
- Requirements and feasibility analysis
- Scoping and organisation of the project/bodies and coordination of the various agencies
- Collection of customer needs
- Define and implement the marketing plan
- Media planning
- Campaign implementation and provider coordination
- Participation in creative briefs
- Elaborate marketing and commercial supports: Management of subscribers, evaluation/ analysis of the impact of the events organised
- Reporting: recommendations on the various success levers.
- Organisation of events and promotional campaigns
- Results :
- 36% of the targeted objectives (download) achieved in the first month

Actions :

- Orange Shopping :
- Creation of a new commercial platform promoting online exchanges of all types of products, at reduced prices
- Presentation of a business plan: global strategy of the company, forecast turnover, forecast traffic.

Results :

- Model business plan used for the group's future projects (launch of the platform in 2014)
- Technical environment :
- Project Management, Digital Marketing, Strategic Marketing, Communications, Events



### ● **Field Team Manager**

Optus | Jul 2007 - Dec 2009

Team manager of 5 to 9 field sales-consultant.  
Launched Optus TV channel and sales of Optus Mobile in Sydney  
Regularly a top performer (New, renewals, Upsells & Cross-sells)



### ● **Trainee**

Air Mauritius | Jan 2007 - May 2007

Undertook a variety of administrative tasks including updating component repair costs, inputting and chasing repair orders in addition to updating logistics records.



### ● **Independent Consultant**

QuestNet | May 2006 - Dec 2006

Involved effectively managing own business venture based on model involving the sale of numismatic products and corporate financing; initially launched the campaign at the age of 16.

Key functions included marketing and promoting the scheme through networking to attract new customers and agents, successfully selling to a range of professionals including Doctors, Lawyers and Engineers.

Required careful planning and campaign targeting to ensure that all products were included in the network model in order to maximise revenue.

Also attended regular business seminars with Quest leaders and upline managers; received a wide range of business training as a result.

## **Education & Training**

---

### ● **ESCP Business School**

Master's degree,

### ● **University of the West of England**

B.Sc. (Hons),

2006

### ● **St Joseph College Mauritius**

Higher School Certificate - University of Cambridge Examinations,