

Benjamin Vigier

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

Achieving customer satisfaction and technical support excellence through leadership, excellent communication, customer focus, and accountability.

Professional Experience

ams OSRAM / Label Print Manager

MARCH 2018 - PRESENT, Graz, Austria

I am leading a distributed five-person team within the supply chain management department. I'm responsible for ensuring traceability and brand consistency. A core aspect of my work is coaching the multicultural team to ensure they remain motivated and trained.

Together with my team, we provide assistance to internal customers with product identification through labelling. We support our users with change requests, the introduction of new products, and technical support and troubleshooting of the automated labelling solution.

I mapped change request flows to create a Process Change Review Board.

To increase service quality and productivity, I introduced incident monitoring, performance management for key support indicators and dashboarding.

I introduced a ticketing system and online knowledge base on par with paid commercial support offers. This initiative led to a 30% decrease in issues reported, as well as a shortened resolution time.

To further strengthen our self-service offer, I updated our intranet space 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, in line with industry trends and updated.

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 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.

Part of my day-to-day activities was solving problems and troubleshooting. To streamline the support operation, I developed userscripts to connect Service Cloud to legacy applications.

I also provided more advanced services and technical advice on optimizing the use of Esko products and their integration into their global automation workflows. I tailored workflows for

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 oversaw a complete reorganization and equipment renewal. This doubled the department's productivity and reduced the turnaround times by 15%.

I initiated a shift in operation to increase customer focus, providing new commercial services.

I was in constant communication with customers about their orders.

Furthermore, I helped customers overcome technical problems, produce impactful designs, and get more value and security out of the print process.

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.

I used my communication skills to offer smooth communication between the company's biggest customer and the offshore development team. I trained and provided 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 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, old-timers, equestrian sports.