

# Benjamin Vigier

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*Accompanied organizations in managing their service operations and customer satisfaction thanks to a mix of management skills, teamwork, processes, and tech.*

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## Professional Experience

### **ams OSRAM / Label Print Manager**

MARCH 2018 - PRESENT, Graz, Austria [office | remote]

Part of the supply chain management department, in charge of ensuring traceability and brand consistency.

Leading a five people team tasked with assisting internal customers with product identification through labelling.

To increase service quality and track productivity, introduced monitoring, KPIs and a dashboard. After auditing our operations and in order to reduce delays, introduced a ticketing system and online knowledge base. Overall, this initiative led to a 30% decrease in issues reported.

Mapped change request flows to create a Process Change Review Board.

Improving communication with our users through mailing lists, a new intranet space including news posts and webinars.

Keeping the multicultural and global team motivated and trained.

Keep the technical environment always up-to-date.

### **Esko / Solution Support Engineer**

NOVEMBER 2010 - MARCH 2018, Gent, Belgium [office] / Graz, Austria [remote]

Ensured Esko's customers, from brand owners to print providers, could benefit from the full potential of their pre-media solutions and products.

Provided solution architect services and technical advice on how to optimize the use of the Esko products and their integration in their global solution.

Collaborated with customers on solving service requests and all post-sales relationships.

Other responsibilities included managing projects like beta testing, production system upgrades, in coordination with L2 support and R&D.

### **Le Révérend Imprimeur / Digital Development Manager**

APRIL 2009 - NOVEMBER 2010, Valognes, France [office]

Oversaw the eCommerce and Web-to-Print products, including pre-sales, customer relationship management and supply chain management (order fulfilment and logistics).

Coordinated software platform switch from in-house development to a customized instance of HP Hiflex Web2Print, including market research, negotiation project management, training, setup and support. Increased the number of SKUs offered online by over 100%.

Kept the preprint technical solution up to date with industry standards and the owner's vision in partnership with vendors and OEMs.

Coached and educated the sales team on how to better highlight our range of non-print products and services.

### **Le Révérend Imprimeur / Prepress Manager and Sales Support**

SEPTEMBER 2006 - APRIL 2009, Valognes, France [office]

In charge of a dedicated prepress team of about ten persons, working two shifts. Through reorganization and equipment renewal, doubled the department productivity reduced the turnaround times by 15%, helping the company to match ever shorter deadlines.

Communicated with customers about their orders.

Helped customers overcome technical challenges, produce impactful designs and get more value out of the print process.

Pioneered an initiative to generate value from prepress tasks, through sales team training and pre-sales visits for top tier accounts.

Managed projects such as obtaining PSO certification for colour management or introducing standardized documents and work instructions.

Supervised the prepress equipment and evolution, in collaboration with the IT team and external vendors.

### **Unisys / Solutions Consultant**

JANUARY 2006 - SEPTEMBER 2006, *Colombes, France* [office | on-premises]

Handled internal IT for a Safran Group subsidiary.

Interface between users and the local HP team for all software and hardware needs of an aeronautic engineering company. Facilitated the reduction of request processing time by 10%.

Provided installation, customization, and training for the editorial content management solution "Hermès".

Assisted and advised major media groups in preparing special editions.

### **e-mergency / MIS Support & Training**

MARCH 2005 - DECEMBER 2005, *Mersch, Luxembourg* [office | on-premises]

In a small startup like e-mergency, polyvalence and collaboration were crucial.

Used my communication skills to offer smooth communication between the company's biggest customer and the offshore development team.

Trained and supported to customers.

Collaborated in documenting the solution.

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* [office]

Worked for espaceGraphic as an apprentice during my Bachelor studies.

Point of contact for customers regarding standards and prepress production.

Dedicated support and training for top-tier customers.

Reorganized the configuration of the ERP to provide more accurate estimates and better match customers' needs.

Conducted projects around digitization, standardization, 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.

Oversaw hardware and software for production and administration teams.

## **Education**

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### **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.