

Myriam GONIDEC-CHIN

IT, Digital & Data Program Manager / Consultant | PMP® certified

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PROFESSIONAL SUMMARY

Pragmatic and results-focused, I help organizations connect data, systems & people — so that they can focus on business growth and customer value.

I'm a PMP-certified IT, Digital & Data Program Manager with 20+ years' experience leading global teams to deliver results in complex, fast-paced environments, for global consulting firms, and a major automaker company. Based in Chicago, with prior experience in China and France, I leverage data-driven insights and strong program management skills to optimize processes and deliver impactful solutions.

SKILLS

Business domains: Digital, CRM, Marketing, Sales, Supply Chain, Finance

Industry: Automotive, Retail, Banking & Financial services, Public services

IT management: Project management (PMP Project Management Professional certified in 2018), Agile Scrum/Agile at Scale (SaFe certified in 2019), ITIL IT Service management, ISTQB Test management

Programming & Tools: Power BI/Power Query, Python, SQL/SQLite, Knime, Visual Studio Code, Git/GitHub, Microsoft Office, Google docs, Odoo ERP/CRM, JIRA/Trello

Soft skills: System thinking & Result-oriented, Analytical & Decision making, Leadership & Collaborative team spirit, Resilient & adaptable

Languages: French, English, Chinese

EDUCATION

OpenClassrooms, remote, 2024-2025 — Data analyst bachelor's-level diploma

Télécom SudParis, France, 2003-2006 — Master of Science in Information Technology

WORK EXPERIENCE

Business, IT & Data consultant (Freelance), Chicago, from 2025

Simplifying business processes & tools, driven by data insights for large and smaller organizations

Stellantis, France, 2014-2024

A leading global automaker and provider of innovative mobility solutions

New Retailer Model IT program manager - 2022-2024

- Led IT transformation of Stellantis' New Retailer Sales & Distribution Model, driving +26% YoY order growth, delivering seamless customer-focused experience, and reducing distribution costs
- Managed a complex, multi-country IT program with 500+ people, 10 countries, 10 brands, 10 business processes, 50–150 systems, and a €40M budget, bridging silos and enabling collaboration
- Orchestrated transformation by aligning teams; implemented scalable IT architecture; and delivered reliable actuals and forecasts dashboard

Sales To Customer IT program manager - 2021-2022

- Unified sales, supply, and finance data from 50+ systems into a single Executive Committee dashboard, enabling leadership to drive performance, support EU CO₂ compliance, and elevate customer experience across 15k+ dealerships and 14 brands with a €3M budget

Quality assurance factory service manager - 2019-2021

- Established a 40-FTE Test Factory (75% offshore, €4M budget) for 6 major Digital, CRM & Connected Vehicles programs, enabling 200+ on-time go-lives annually with a consistent 2-week test cycle, accelerating time-to-market, delivering 160K test executions (50% automated) and eliminating 10K pre-launch defects, standardizing ISTQB-aligned QA processes to protect revenue and customer satisfaction

Connected services ecommerce platform IT program manager - 2017-2019

- Transformed dealership-led sales into a direct-to-customer digital subscription model, delivering a multi-country, multi-brand e-commerce platform (5 countries, 4 brands, 4 service packages) by integrating Drupal CMS, Zuora, and Salesforce, managing a €21.7M budget and generating new revenue streams

Data Driven Marketing IT project manager - 2014-2017

- Delivered innovative operational solutions driving +20% onsite personalization, +30% online/sales reconciliation, and +75% conversion rate increase across 15 countries and 3 brands, integrating external systems (KruX, Oracle RTD, AWS, GCP) and internal platforms (IBM Hadoop, Oracle Exadata) on a €10M budget

Changan PSA Automobiles Co., Ltd, China, 2012-2014

An automobile joint venture company headquartered in Shenzhen

Head of IT Sales, After Sales, CRM, Marketing and Telematics unit

- Managed teams for the delivery and operation of all local/global applications of Greater China dealership network

Accenture, France, 2008-2011

A global multinational consulting company

Project Management Office Supervisor for CRM and IT transformation projects

- Société Générale (retail banking) – IT & Management Transformation program for the merging of Société générale and Crédit du Nord
- Système U (retail distribution) – Siebel Customer Relationship Management solution project

CRM IT Service Manager / IT service management Project Manager

- Carrefour (retail distribution) – Siebel Customer Relationship Management solution operation services
- Public services – IT Transformation program, including the creation of IT service desk in regards of ITIL IT Service management

Wavestone, France, 2006-2008

A global multinational consulting company

IT Security Auditor/Consultant for Natixis (financial & investment bank)

- Performed on-site security evaluation of network infrastructure of international branches and subsidiaries (Europe, Asia and USA). Followed improvements plan progress.