

CHRISTOPHE
POMPILO

TECHNICAL SUPPORT ENGINEER



38 years old
Driving License
GENT (9000) Belgique

CUSTOMER SUPPORT

Trilingual

trucks engineering

Technical documentation

BPMN

CONTACT

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EXPERIENCES

TECHNICAL SUPPORT ENGINEER

VOLVO TRUCKS - Since May 2016



- Solving technical problems for internal and external customers
- Assisting dealers in my language area (FR, IT, EN) with parts queries.
- Based on my Renault Trucks background I've been getting the team up to speed providing support and trainings

CQA, Content Quality Administrator (Repair Manual authoring)



RENAULT TRUCKS (ALTRAN) - June 2012 to April 2016 - Full-time - Vénissieux

- Responsible for proofreading, revising, and approving repair information from repair engineers.
- Check and secure that authoring guidelines are applied for all new content
- Give feedback to Repair Engineers to propose visually focused technical information (illustrations & text) with technical manner and easily understood
- Chairman of Global Content Quality Administrator team
 - Implementation of KPI regarding the authoring quality
 - Facelift / update of the authoring guidelines.

Truck Dealer Support (Spare part Back Office)



RENAULT TRUCKS (ALTRAN) - December 2014 to April 2016 - Temporary Replacement - Bron - France

- Ensuring assistance to the dealer when is coping difficulties with the spare documentation.
- Prioritise the treatment of the claim according the queue and severity

Quality manager (Mystery Customer Audit)



RENAULT TRUCKS (Manpower) - February 2011 to November 2011 - Temporary Work - Vénissieux

- Follow up of the drivers who perform audits of the French crucial repairers.
- Input of the audits information from France and abroad.
- The goal of this activity is to obtain some action plans in order to improve the service quality towards our customers.

Team leader carbody benchmarking

MAVEL - September 2003 to January 2011 - Full-time - Villeurbanne

- Team leader of 3 persons.
- Drafting of a BIW (Body In White) report analysis (english), balance sheet product process (50 vehicles analyzed).
- Feasibility studies, working out of the proposal contract
- Presentation liven (for PSA, Renault Idvu, Honda, Gestamp)
- Planning and preparation of show room (Eurocarbody show in Frankfurt 2007 to 2010)

TOASTMASTER VPPR (Vice President Public Relation)

TOASTMASTER - December 2013 to March 2015 - Volunteer Work - Lyon - France

Publicit the TOASTMATER association

SKILLS

Long life learning, MOOC, self training

- MOOC BPMN Pilopro IAE Lyon 3
- MOOC BPMN Cartopro IAE Lyon 3
- IFP MOOC (Oil And Gas)
- IELTS MOOC

- TOASTMASTER association (english club)
- GdP6 MOOC (Project management)
- IFP MOOC (Sustainable mobility)

Languages

- French (Nationality)
- english (fluent, TOEIC 915)
- Italian (Mother tongue)
- spanish
- Dutch

Industry

- BPMN (Business Process Model and Notation)
- Technical Writing
- Vehicles
- Automotive Aftermarket
- Automotive Engineering
- BIW (Body in White) analysis
- products functional specifications
- Automotive
- 5S
- Customer Satisfaction
- Quality Management
- Process Improvement
- Team management

Applications

- VISIO / BIZAGI (BPMN)
- Pack Office
- CAD
- Illustrator
- KOLA
- GRIPS editing,data base (termstar)

EDUCATION

PROJECT MANAGEMENT

VOLVO UNIVERSITY

April 2019

Live training of three days

Introduction aimed for emergent project manager.

Project management

EDX

May 2018 to June 2018

MOOC :

Introduction to Project Management (Project101x)

Management of organizations and business processes

IAE LYON 3 (MOOC)

June 2016 to September 2016

Analysis and improvement of business processes to optimize costs, efficiency, quality and lower the level of risk.

Introduction to Business Process Mapping

IAE LYON3 (MOOC)

February 2016 to March 2016

Unveils a method to map a business process in an organization

BTS (NHC equivalent)

LYCÉE ALBERT CAMUS

September 2001 to 2003

Conception et Réalisation de Carrosserie
Carbody building

BAC STI GMA option Productique (A level)

LYCÉE PARC CHABRIÈRES

September 1999 to June 2001

INTERESTS

Going out

- Socializing (Running my meetup group in GENT)
- Enhance english skills
- Running
- Roller skating