

CURRICULUM VITAE - FRIEND Julie Administration & communication

General Information

Mrs. Friend Julie (Jun)
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Email: Fangaliel@hotmail.com
Tel. : 0479569030
Date & place of birth: 01/08/1978 in Namur
Nationality: Belgian
Marital status: Divorced (No children)
Driving license: none



Studies

Degree	Years	Institution
Master's Degree "SME Business owner - commercial and communication advisor "	2009 - 2011	<i>EFPME - 1180 Uccle</i>
Bachelor's Degree in advertising creation	1999 - 2001	<i>Mons Industrial and technical College</i>
Bachelor's Degree in modern languages	1996 - 1999	<i>College P.H. Spaak in Nivelles</i>
High school Diploma - Options: audio-visual & modern languages	1989 - 1996	<i>Gosselies Providence Humanités, high school</i>

Language skills

Languages	Oral	Written
French	Mother tongue	Mother tongue
English	Mother tongue*	Mother tongue*
Flemish / Dutch	Scholar knowledge	Scholar knowledge
German	Everyday Bases	/

* American father, Belgian mother

IT knowledge

Type	Tools
Office tools	Ms Office 2003 and 2007: advanced in Word & PowerPoint - good knowledge of Excel (except complex formulas)
Graphics	Photoshop CS3/CS5, Jasc animation shop (<i>GIF</i> animated), CorelDraw, bases in Q.Xpress & Illustrator
Web	Webexpert (<i>HTML & CSS</i>), Wordpress (e.g.: lazylemon.be)
Specific to the professional needs	E.C. FP6/FP7 Web applications, EzCC, T ³ database, Baan, E-Learning admin.
Others	Vegas Pro 10.0 (video assembly), Avimator (animation scripts for <i>Second Life</i>)

NB: passion for the discovery and the thorough use of new software's

Professional experiences

Status	Tasks carried out	period	Employer/customer
Employee CDI Par time 1/3	Marketing and communication manager	1/11/2013 - ongoing	Athanor Pédagogie, Brussels
Employee CDI	Office management, General administration, reception, logistics, internal communication.	15/03/2012 - 01/08/2013	ABE Clearing - Brussels
Employee CDI	IT Trainer, IT communication and documentation assistant, administrative assistant.	⁽¹⁾ 01/2008 - 10/2011	⁽¹⁾ <i>Intrasoft Inc.</i> for the customer "European Commission" - intramural mission - Brussels
Employee CDD	Medical secretariat	10/2006 - 12/2006	Health & Medical center (Braine l'Alleud)
Employee ALE (+ voluntary help for internship)	Administrative assistant, teacher	09/1999 - 06/2000, 09/2003 - 11/2004	École des devoirs du quartier de Sainte Barbe (Nivelles), Espace Santé asbl (Nivelles), École des devoirs du Vert Chemin (Nivelles)
Student Job	Games, toys and stationery department Manager	Summers of 1999-2000-2001	Non-food shop, American Embassy, Bonn, Germany
Temporary employee / Interim	Secretary, administrative employee, commercial employee, reception, customers advisor and telephony, buildings accesses and badges management, responsible logistic, IT governance, organizer/planner, training booster.	07/2000, 02/2001, 07/2002, 09/2002-10/2002, 01/2003-02/2003, 05/2003-10/2003, 07/2004, ⁽³⁾ 11/2004-09/2006, ⁽²⁾ 03/2007-12/2007.	Delifrance s.a.(Nivelles), GTS Ibone (Bruxelles), De Raedt s.a. (Nivelles), Sodeal (Tubize), TD Williamson (Nivelles), Club (Nivelles), le Vlan édition urbaine (Bruxelles), Blount Europe (Nivelles), ⁽³⁾ SEE telecom (Braine l'Alleud), ⁽²⁾ UCB pharma (Braine l'Alleud).

Specific tasks

(1) FP6/FP7 E.C. applications - user assistant, European Commission, Research and Innovation General Directorate, Brussels

Communication	<p><u>Communication with the users :</u></p> <ul style="list-style-type: none"> - Drafting, finalization and publishing of PowerPoint training slides on FP6/7 web applications - Internal communication and publicity on FP6/7 applications and their courses. (team work) - Drafting, finalization and publishing of <i>user guides</i> and other supporting documents for the end users. (team work) - Multiple IT oral presentations (NEF front office, Participant Portal, PDM/URF, FP general Workflow, SESAM front office,...) for the external users taking part in the European research projects . (between 50 and 200 people). These presentations were also adapted to the needs of each internal direction or unit requesting them: CleanSky, RTD/R/G/K/etc. Marie-curie, ENTR, REA, etc - User assistant, on a case-by-case basis, for the analysis and the resolution of problems with the interfaces or with the FP tools process comprehension. (by email, telephone or on the spot) 	<p><u>Documentation portal: electronic gate FP6/FP7</u></p> <ul style="list-style-type: none"> - Old structure and present needs analysis and comparison. - Introduction of a new structure more user friendly and in phase with the user's needs. (team work) - Content Follow-up, update and analysis (documents, news, links, aso.) - Creation, analysis and communication of a monthly report on the documents' relevance and actual accuracy. - Follow-up with the team leaders on their documentation's accuracy according to the carried out reports. - Creation and development of a user satisfaction questionnaire & analytic report on this e-portal. (team work)
IT Training specific to the FP6/FP7 applications	<ul style="list-style-type: none"> - Main trainer for the NEF module and the FP7 IT workflow. - Back-up trainer for all the other FP7 application courses. (CPM: deliverables, preparation of Grant Agreements, amendments - SESAM - CORDA - EMI - ...) 	
Administration	<ul style="list-style-type: none"> - creation and updates on the courses' presentations: good knowledge of the business & IT supports. - E.C. Business & IT tools Synthesis and popularization to facilitate the end users' understanding (PowerPoint & Word) - quarterly courses' planning. 	

* Reference persons : Mr de Wit J. (team leader) et Mr Vlahopoulos G. (head of Unit RTD/R.3, 2008-2010)

**(2) Training Booster & IT Governance,
UCB Pharma, Braine l'Alleud**

- Trained on the tools E-Learning, T³ & EzCC
- Creation of online training modules, e-learning (with the tools EzCC 2.3c and Articulate)
- Update and follow-up of the IT governance's documentation: job description, CV, training certificate, course planning and follow-up,...

**(3) Administrative and technical assistant for the BU system department,
SEE Telecom - Braine l'Alleud**

- Commercial: drafting and setup of proposals answering to different potential customer calls. Finalization and presentation of these offers on the call's closure date.
- Graphics & page layouts: Creation of product catalogues: photography of the products, datasheets layouts, Catalogue in .pdf and paper finalization (+ binding)

Written and visual works

Matter	Topic
Master's thesis - commercial and communication advisor	In Game Advertisement, the new Eldorado of advertising...
Oral argumentation, Master's thesis	the IGA in Second Life for a Belgian SME; Madness sprl.
Marketing	World of Warcraft - the n°1 of MMORPG but why?
Strategy and creation	Store l'Antr'Jeux, RPG classic games - Women also are fantasy!
Sales promotion	Institute Fangaliel' s Palace, Reflexology - 4 types of promotion.
Consumer Psychology	How to influence the future consumer ?
Various graphic illustrations	- Second Life ads and profiles, - Nad' s Minis (miniature decorations), - pictures and illustrations enhancement.

* All these documents are available upon request. Thank you for your understanding.

My assets

Methodical, creative, very good contact with others,
Organized, multicultural interest, dynamic, proactive, team-player.

My hobbies

- Music: Singer in a rock group (Lazy Lemon), pronounced interest for all musical genres.
- Graphics & illustrations: Various drawings including the comic book "Quintessence", creation and improvement of pictures and graphics.
- Multimedia Interests: *Publivore* (love ads), development of a personal Web site in HTML (+CSS), movies (thriller, horror, sci-fi) & TV-shows (sci-fi, mystery), MMORPG.
- Self-educated on reflexology methods (feet, hands, cranium/face, back).
- Sports : pedestrian excursions, running, dance.

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