BRUNO **GÉRARD**

BUSINESS ANALYST & DATA OFFICER

in LinkedIn

Professional with over 10 years of experience as a Business Analyst and Support Specialist, primarily in the pharmaceutical sector. Enthusiastic, reliable, and results-oriented, I am eager to contribute my skills to projects involving data management and analysis.

Driving License

✉ brunogerard1987@gmail.com
📱 +32 478 47 08 16

🚀 EXPERIENCES

PAUWELS CONSULTING - DATA QUALITY OFFICER

UCP Pharma - January 2024 to March 2025 - Braine-l'Alleud

- Daily support to the Demand & Capacity Planner and coordinators within the Operational Team of the Device Artwork and Packaging (DAP) department at UCB.
- Responsible for data extraction and daily reporting to monitor operational activities.
- Management of Excel-based trackers (dashboards, charts, pivot tables).
- Data analysis and reporting with visualizations.

PAUWELS CONSULTING - PMO SUPPORT

GSK Vaccines - June 2023 to December 2024

- Operational and administrative support to Technical Project Managers (TPMs) within the Technical Research & Development (TRD) department at GSK Vaccines.
- Data management in Excel and financial analysis based on SAP SOX extracts.
- Data entry into various systems.
- Meeting planning and documentation archiving.

ADMINISTRATIVE OFFICER

AXA Partners - November 2021 to February 2023

- Responsible for the administrative follow-up of customer complaints under the Axa Partners – Mercedes-Benz roadside assistance contract.
- Management of the centralized mailbox and coordination of communication with relevant Quality teams.
- Data collection and analysis to identify trends and support the development of action plans.
- Drafting and presenting statistical reports to Axa partners and the client Mercedes-Benz.

⚙ SKILLS

LANGUAGES

- French (Native)
- English (C1)
- Dutch (B1+)
- Spanish (Basic knowledge)

SOFT SKILLS

- Strong interpersonal skills and effective communication.
- Team player and proactive.
- Methodical and rigorous with an analytical mindset.
- Positive and enthusiastic attitude.

OFFICE APPLICATIONS

- Windows environments (XP, 7, 8, 10, and 11).
- Microsoft Office 365: Outlook, Word, Excel, PowerPoint, Teams, SharePoint, Visio.
- Azure DevOps.

DATA MANAGEMENT

- Data Validation
- Pivot table Dashboards
- Power Query & DAX
- Data modeling

TECHNICAL SKILLS

- Incident Management: Daily handling of incidents through ticketing systems: user communication, task assignment, incident resolution, and coordination with support teams.
- SAP: Data management in GUI and Fiori environments. SAP modules: HR, WM, PP, VIM.
- Coding: Notepad++.
- Linux: Installation and office use.

TRAININGS

- **Since June 2025** - Udemy Business - ChatGPT & IA
- Familiarizing with generative AI tools and applications
- Prompt engineering.

- **Since June 2023** - Udemy Business - Advanced Excel Trainings
- Advanced forumulas & functions.
- Data analysis with Pivot Tables.
- Business Intellignece with Power Query & DAX.

- **October 2016** - People Cert | Axelos - ITIL Foundation
ITIL® Foundation Certificate in IT Service Management.

- **September 2009 to January 2013** - ISFSC - Bachelier en Ecriture Multimédia
- General training in communication through project-based learning, with a focus on content creation and management for multimedia platforms: websites, blogs, social media, interactive kiosks, tablets, smartphones, etc.
- Web integration.
- Targeted content writing for diverse audiences.
- Content ergonomics and scripting/storyboarding.
- Multimedia project management.

INTERESTS

MES CENTRES D'INTÉRÊT :

- Literature about fantasy worlds.
- Role-playing game club GM.
- Spending time with my wife and my daughter.
- Mountain biking and running to stay fit.