

Guillaume BELIN

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DEVELOPING PERFORMANCE THROUGH ORGANIZATION, QUALITY AND HUMAN RESOURCES MANAGEMENT

Accomplished professional, I have developed dual skills in Human Resources Management and Quality Management. I know how to adapt easily to new challenges thanks to a real team spirit and excellent listening and communication skills. I enjoy challenges and projects that require creativity to support change.

CAREER

May 2015 - September 2021

Deputy Director in charge of Resources – CNFPT

- Organization and management of the institution's resource services.
- Financial, budgetary and accounting management.
- Management of purchasing, building resources and general means of the structure.
- Human Resources Management.
- Local support, advice to agents and service managers.
- Streamlined processes.
- Contribution to quality of life at work.
- Steering of safety and health issues.

July 2012 - April 2015

Deputy Director Human Resources – Regional administration of the territorial civil services

- Implementation of strategic directions and humans resources policy.
- Management of the services offerings project.
- Reorganization of the services (120 people) in October 2014.
- Animation of the network of resources services of the entire community for the themes HR and Welcome of users.
- Organization and monitoring of processes and devices necessary for the management of Human Resources: HRIS, management of staff and payroll, training, evaluation do agents, promotions, social relations, health and safety, management of incapacity.

July 2008 - June 2012

Head of ASE Department - Regional administration of the territorial civil services

- Review and adaptation of administrative procedures based on a legal audit.
- Redesign and optimization of the process for collecting and processing informations of concern.
- Line responsibility of 1 deputy, 54 family assistants, 3 social workers and 2 secretaries.
- Partnerships with magistrates, child psychiatry, national education, social children's homes...

SKILLS

- Quality culture, management by objectives, process approach.
- Solution oriented.
- Strategic and operational monitoring of the activity.
- Process modeling and optimization.
- Complex projects and change management.
- Hierarchical and Functional Management.
- Network Animation.
- Recognized interpersonal skills.
- Ability to build partnership and cooperation relationships.
- Commitment, sense of responsibility.
- Taste for Teamwork.
- Certified professional coach.

January 2007 - June 2008

Head of Quality Management - Regional administration of the territorial civil services

- Design, animation and continuous improvement of the quality management system.
- Conduct of ISO 9001 certification and extension procedures (recruitment, public contracts, approval for adoption...).
- Development of quality culture and management by objectives.
- Quality barometer management.
- Organization of internal audits.
- Quality Manager, Process Pilot, Internal Auditor.

September 2001 - December 2006

Development of managerial efficiency - France Telecom (URR)

- Conduct of a managerial development approach aimed at moving from a job specialist to a resource man attitude focused on relational processes and transversal cooperation.
- Development of an internal management charter.
- Design, implementation and animation of a support system for line managers, focused on the development of responsibility, autonomy and cooperation. Training individual and team coaching, workshops, co-development groups...
- Animation of relational regulation sessions aimed at improving the quality of relations, removing misunderstandings, developing trust and fostering cooperation.
- Design and management of an internal listening approach.
- Diagnosis of the main dysfunctions that penalize the activity of the teams. Deployment of a continuous process improvement management system.

July 1998 - August 2001

Skills and Training Manager - France Telecom (Supplier Quality Department)

- Reorganization of training and skills development processes.
- Implementation of a skills and training management application.
- Current and forward-looking management of skills.
- Control of the evaluation system
- Contribution to the EFQM self-assessment.
- Internal auditor and process pilot.

September 1996 - June 1998

Jobs, workforce and career paths manager - France Telecom (SNPSI).

- Management of the allocation of human resources to project's needs, according to strategic priorities Staff reviews.
- Revues de personnel.
- Management of mobility and promotion paths.

October 1991 - August 1995

Skills and training management - France Telecom (SERNIT)

- Local training correspondent.
- Responsible for the skills management project on the information system.
- Contribution to the ISO 9001 certification as internal auditor and process pilot.

UNIVERSITY EDUCATION

Master's degree in Economic and Social Administration

IAE (Institute of Business Administration) – France
Lyon 1989

Higher education diploma specialized in human resources management

IAE (Institute of Business Administration) – France
Lyon 1990

CONTINUING EDUCATION

Coaching Coach & Team training. Certification by the International Coaching Academy.

Transactional Analysis.
EAT Lyon (Lyon - France)

Berne Organizational Theory.
EATO Lyon (Lyon - France)

Systemic Approach.
Lyon (France)

Non-violent Communication.
Lyon (France)

Iso 9001 standard. Process Management. Quality Audit.

LANGUAGES

French Native Language

English
Intermediate level.
For about 1 year in the USA