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[French and Swiss citizenship](#)

HR Partner

Develop a meaningful human resources strategy

With an alternative transverse and operational path, I have the knowledge of user needs and the skills to meet them with a pragmatic HR strategy,

Indeed, after 5 years of management of customer service teams, 20 years in HR, my current position of Key Accounts Business Manager within a Social Protection Group comforted me on the expectations and needs of board of directors and employees.

With my experience as an HR generalist, I worked on human development and social legal obligations. I am a specialist in change management.

I would like to use my knowledge of HR tools for a BtB BtC company in an integrated internal customer service perspective.

PROFESSIONAL EXPERIENCE

AUDIENS

SOCIAL PROTECTION GROUP

Since 2016

Key Account Manager

Promote the global offer of social protection for the specific sector of culture, communication and media:

- Implement French responsible health contracts reforms
- Present new regulations and their applications to general management and union organizations and support clients in bringing their collective contract into compliance
- Inform trade unions and employees on solidarity
- Organize the communication undertaken in terms of social protection and retirement

Maintain and develop the turnover of specific contracts in provident and complementary health plans:

- Respond to public and private tenders to retain our customers and acquire new ones
- Study, price and propose, according to the size and demography of the company, offers adapted to their specifications and their social policy
- Build customer loyalty and develop a portfolio of prospects in the sectors, Press, Communication and Media

Contribute to the reputation of the Group:

- Facilitate Group presentations in the context of commercial operations and participate in challenges

⇒ **Acquisition of customers and sustainability of portfolios: annual contribution of € 800,000 to 2 million turnover**

EUROPE 1 (400 employees, 12 000 contracts/year)

MEDIA

2014 to 2015

Human Resources Director

COMEX Member

- Conduct orientations to foster positive attitudes toward organizational objectives in the context of social plans
- Advise managers on organizational policy matters and recommend needed changes

Labor agreements and employee relations:

- Negotiate and establish new application protocols to comply with new social laws
- Chair the Works Council

HR Development:

- Identify staff vacancies and recruit, interview and select applicants
- Develop training and evaluations
- Update job descriptions

Pay and administration:

- Administer contacts, help resolve work-related problems to foster a better work environment
- Administer different types of contracts: long term, short term, seasonal, journalists, etc.

COSEM (900 employees)

HEALTH

2012

Human Resources Director: Applied pragmatic HR strategy based on economic realities with 8-person team:

President of Employee Works Council in a difficult labor context:

- Reestablished social communication in enterprise
- Found solutions for new legal and regulatory obligations
- Managed relations with the factory inspectors, the Occupational Health, and the CRAMIF...

Coached management and operational teams:

- Provided corporate training and development
- Created and implemented talent management and change initiatives
- Implemented skill development strategy
- Created employee performance evaluation system

Fédération Française de Football (French Football Federation) SPORT

2008 to 2011

(Two million members, 22 000 clubs, 270 employees)

General Administration Director with 37-person team: Managed IT, HR, Purchasing, and other support functions

Ensured employee working conditions:

- Managed insurance provides and secured coverage for all employees and volunteers.

Developed tools and services and facilitated relationships with employer's leagues, clubs and districts:

- Created an association with 122 leagues and districts
- Organized meetings and assemblies

Energized modern and effective human resources policy by involving operational and managerial functions with employers:

- Created and implemented talent management and change initiatives
- Set up talent mindset for managers
- Created processes and policies (staffing, performance, training)
- Introduced new evaluation system and compensation review

Drove Internal Communication Plan:

- Implemented innovative projects: intranet portal and collaboration tools
- Organized team events and meetings

GEODIS (22 700 employees)

TRANSPORT-LOGISTICS

2005 to 2008

Human Resources Director for Group Headquarter companies (600 people) with 10-person team.

Created HR policy for headquarter teams:

- Initiated coaching for managers
- Improved recruitment process for CEO and managers: 87 recruitments with 28 transfers in 2006
- Created training plan in accordance with business plan and specific courses across company for 80% of team
- Initiated Annual Professional Evaluation (85% success rate), created support material and training for senior managers

Legal management in context of reorganization:

- Managed "Instances Représentatives du Personnel" (Employee Representatives)
- Conducted negotiations with union representatives from two companies in the Geodis Group
 - Required Annual Negotiations,
 - Negotiated new company agreements for working conditions (reorganized work hours, compensation).
- Employee transfers: Communication, and administrative and legal management.

Determination of framework of management for stabilization of costs and a constructive social climate:

- Followed-up evolution of compensation, created framework for compensation & performance-related bonus scheme

BOUYGUES TELECOM (6 500 employees)

TELECOM

2000 to 2004

Human Resources Manager - with 4 to 25-person team

Human Resources Manager for reorganization of Business Units into Trade Divisions

Financial Division (2002-2004)

- Reduced manpower by 25%
- Reassigned workforce: evaluated skills, reviewed opportunities, identified potential managers
- Harmonized salaries and individualized salary scales
- Coached Senior Management and introduced teambuilding
- Chaired careers committee, provided mobility counseling (30% of employees)

Managed HR of Support Trade Teams in BU organization

Sales and Marketing Division (2001-2002)

- Recruited, trained, transferred, evaluated teams: Strategy, Marketing, Procedures, E-commerce and Finance
- Drove organizational change

Opened Call Center in Bordeaux (300 customer advisers)

Call Center (2000-2001)

- Created partnership with ANPE (French Unemployment Services) for recognition of skills
- Recruited through assessment center

Managed HR for 4 call centers and 1200 customer advisers

Call Center (2000-2001)

- Managed HR teams and administrative employees
- Disciplinary procedures: Followed-up on sanctions and dismissals

Hypermarchés AUCHAN

SALES

1988 to 1999

Human Resources Manager,

(1996-1999)

Head of Accounts Department: Managed team of 11 managers and 300 personnel

(1988-1995)

Opened superstore with 80 checkout counters and 300 personnel in accounts department => Recruited and trained 500 employees

EDUCATION / LANGUAGES

MASTER IN BUSINESS/ MANAGEMENT EDUCATION, **ESSEC**

2008

MASTER IN WORK PSYCHOLOGY, UNIVERSITÉ RENÉ DESCARTES, **PARIS V**

1986

French: Native speaker English: Proficient

PERSONAL DETAILS

Member of several HR Groups: ANDRH – MGRH – Cercle Humania