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The ideal position would be one where I could combine both my communications skills and passion for technology to deliver a product focused on a thorough understanding of customer needs

Experience

Adapt Centre, Dublin, Ireland

July 2017 - ...

Innovation Lead

Nurture and strengthen relationships with Industry Partners and address their business challenges through the identification and application of ADAPT research expertise and through effective project management.

Part of my responsibilities includes:

- Within ADAPT's Agile environment, work closely with the customer and /or Product Owner and Software Developer(s) to understand customer requirements and priorities and ensure these are aligned with the research and software development teams' activities.
- Ensure integration between research outputs and industry platforms
- Manage the project backlog.
- Ensure intellectual property assets are managed appropriately – ensuring industry partner confidentiality as needed.
- Assist in driving the innovation pipeline from Platform Research to Targeted Projects while developing and nurturing the relationship with the Platform Research Management Team
- Participate in the creation of ADAPT innovation academy

GoEPIC, Kildare, Ireland

July 2017 - ...

Innovation consultant, Director

GoEPIC is the trading name for Eric Paquin Innovation Consultant.

I work in partnership with enterprises big and small to analyse, implement or improve custom innovation processes and business strategies. I keep a focus on education to enable clients to sustain and iterate these models on their own

Microsoft, Dublin, Ireland

Feb. 2015 – May 2017

Program Manager, OneNote and Education

Ensured the products are ready for deployment globally

Drove international product innovation to increase market share

Drove activities to increase awareness in the Education sector.

Specialized and grew deeper skills in the customer experience telemetry

Innovated towards a more streamlined workflow

Leveraged best practices and knowledge in a more rapid way

Managed more flexible resource balancing across our team as the app landscape evolves.

Experience (continued)

Microsoft, Dublin, Ireland
November 2004 – Feb. 2015
International Project Manager,
European Mac Products

Managed all phases of highly complex localization projects on both short and long term schedules including managing a budget of ~\$1.5M.
Contributed to product development and usability through dogfood, specifications, UI review and white papers.
Drove the awareness of international issues within the US team
Managed the European Beta Program for Mac liaising with a small set of customers and MVP (Most Valuable Professional)
Worked closely with US PM and developers on feature design and implementation and providing international customer feedback
Design and deliver product and platform training to customers and partners
Maintained and built good relationship with our subsidiaries by partnering with them in creating and delivering presentations for product launches, press conferences and major customer events such as Apple Expo, MacWorld, Brussels Design Conference.
Participated in social forums and blogs

June 1999 – Nov. 2004
Test Team Lead, European Mac
Products

Managed a team of experienced STEs' through all the phases of testing and drove their career development.
Constantly reviewed existing processes to identify areas for improvements. Manage the testing budget (~\$500K).
Established good communications with our subsidiary markets to respond quickly to customer feedback.
Trained and supported subsidiaries and local PSS.
Participated in major customer events such as Apple Expo.

Corel Corporation, Dublin, Ireland
Feb. 1998 - June 1999
Team Lead, European Mac Products

Lead a team of Quality Assistants through the testing phase of a product.
Delivered a localized Macintosh product of the highest quality.
Improved established testing processes.

Oct. 1996 - Feb. 98
Localization Test Engineer

Thoroughly tested the localized versions of a graphics product suite.
Scheduled and prepared each step of the localization testing of a new product.
Trained people from different departments on Mac OS and various software packages.

Cedrom-Sni, Montréal, Québec
(Canada)
1995 -1996
Internet technical adviser

Planned the implementation and automation of web production of our customers.
Wrote business proposals to increase market share.
Supervised a team of engineers developing the products.

PSP Inc., Montréal, Québec
(Canada)
1994 – 1995
Vice-president, communications

Organized the promotion and advertising of an online and printed fashion magazine.
Planned advertising revenues and expenses.
Developed a business plan.
Dealt with potential investors and government institutions.
Developed the magazine website

Education

2017 - 2018	<i>Dublin Institute of Technology</i> MSc in Product Management Thesis: Experience-led strategy: the role of Design Thinking in Strategy making
2016 - 2017	Postgraduate Diploma in Product Management
2005 - 2006	<i>University College Dublin</i> Certificate in Technology Management and Innovation
1990 - 1993	<i>University of Montréal, Montréal, Québec (Canada)</i> B.A., Communication Science, Education in Communication science, technology, multimedia and psychology.
1987 - 1989	<i>Jean-de-Brébeuf College, Montréal, Québec (Canada)</i> Diploma in Letters and Communications, General education in communications techniques including television, cinema, photography and marketing.

Achievements

2017	ProductCamp - Best Presentation
2015	Global Readiness Outstanding Contributor
2012	One Microsoft Award
	Noteworthy
	Growth Mindset adept
	Involved in the deployment of Scenario-Focused Engineering within Microsoft
	Internal and Partner training across EMEA on our Mac products (including Apple Stores), 2000-2014
	Regular presenter at Apple Expo and MacWorld
	Apple Guest speaker on productivity with Microsoft products at Apple Expo 2008, Paris