

VINCENT MAHEUX

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PROFESSIONAL PROFILE

Business technology management student with strong expertise in process analysis and operational optimization. Recognized for the ability to communicate complex issues clearly and model value-creating solutions. Hands-on experience in technical documentation, requirements traceability, and change management support. Bilingual and driven by continuous improvement of business practices.

EDUCATION

Bachelor of Business Administration | Université de Sherbrooke | 2026

Concentration: Business Technology Management

Diploma of College Studies in Social Sciences | Cégep de Sherbrooke | 2023

PROFESSIONAL EXPERIENCE

Window Cleaning Technician, Nettoyage JL | 2024

- Analyzed and documented billing processes to optimize the sales cycle, ensure transaction traceability, and improve customer service quality.
- Modeled and optimized workflows to reorganize the workspace, increasing operational efficiency by 10% through bottleneck reduction and workstation ergonomics improvement.
- Implemented quality control indicators to ensure customer satisfaction and performance tracking.
- Trained team members on safety protocols and operational standards, ensuring a shared understanding of working-at-height procedures.

Production Associate, Les Pliages Apaulo | January 2021 – August 2023

- Managed inventory and analyzed consumption trends using Excel to optimize stock levels.
- Studied production processes and documented workflows to identify productivity improvement opportunities.
- Planned and prioritized tasks according to delivery deadlines and operational needs, demonstrating strong analytical skills.
- Identified a digital optimization opportunity by analyzing the limitations of manual methods and proposing a solution aligned with team business needs.
- Collaborated in designing two BPMN models to visualize workflows before and after optimization, facilitating stakeholder communication and efficiency validation.
- Successfully trained and supported several team members at various operational positions, overcoming language barriers to ensure a common understanding of processes and production standards.

Tire Installation Technician, Robert Bernard Pneus & Mécanique | 2021

- Wrote detailed technical reports to clearly communicate complex mechanical issues and support service recommendations to customers.
- Collaborated in developing preventive maintenance procedures and documented operational processes to standardize interventions and ensure service continuity.
- Documented safety checks to ensure regulatory compliance and traceability of critical inspections.

TECHNICAL SKILLS

Data Analysis & Visualization: Power BI, Intermediate Excel

Programming & Development: Python, SQL, Power Apps, SharePoint

PROJECTS & ACHIEVEMENTS

Strategic Consulting – SPA de l'Estrie

- Analyzed organizational challenges and formulated recommendations for the adoption of a code of ethics.
- Designed a visual prototype (PowerPoint) as a validation deliverable to align the strategic vision of the code of ethics with management expectations and ensure requirements traceability.

Competitive Online Performance (Top 0.5%)

- Reached Master rank on SMITE (Top 250 players, 0.5%).
- Demonstrates strong analytical skills, strategic decision-making under pressure, and perseverance.

LANGUAGES

French (native language), English (professional)