

Senior In-market Engineer

Experience

April 2026 – Present **Senior In-market Engineer, ServiceNow, Japan**

ServiceNow is a global leader in cloud-based platforms with 20,000+ employees, automating workflows for IT, HR, and customer service for over 8,000 clients worldwide.

As a Senior In-Market Engineer, I bridge the gap between Japanese field teams and global engineering. My main focus is to facilitate the adoption of AI-driven tools by defining target configurations and technical workarounds tailored to Japanese enterprise requirements.

Working within a newly formed team, I adapt existing features to local specificities and support customer-facing teams through this technological transition.

March 2023 – April 2026 **Technical Support Engineer, ServiceNow, Japan**

As a technical support engineer, I resolved complex technical issues encountered by enterprise customers, delivering timely and adapted solutions. My work enabled major corporations and municipal organizations to maximize productivity and streamline management through expert software guidance.

I acted as a critical technical liaison, translating complex product functionalities into clear, actionable guidance for non-expert users.

Because the product is always evolving I also needed to keep myself informed of the latest updates and maintain a deep technical understanding of the software.

November 2018 – February 2023 **IT consultant - Project manager, IFT-Planisware, Japan**

IFT-Planisware is a joint-venture between the Japanese consulting company IFT and the French software editor Planisware. Planisware counts more than 500 employees and 900 clients around the world.

🕒 Consulting

I provided tailored solutions by analyzing client workflows and determining optimal implementation strategies for Planisware Enterprise. I customized and deployed solutions while ensuring seamless user adoption through training sessions, documentation, and dedicated support.

🕒 Project management

I managed internal communication and coordinated technical requirements between client-facing teams and implementation consultants. I scheduled reviews and training sessions for clients based on project progress. I estimated task durations and assigned them based on team members' skills and availability.

I successfully led the company's most important client (an 18-month project) to adopt the solution, generating 300M yen in profit.

June 2016 – October 2018 **Front-end engineer - Project Manager, Fastcoding, Japan**

Fastcoding is a web agency. Most of the projects featured front-end development, with occasionally WordPress integration.

🕒 Project management

I managed web development projects, translating and sharing requirements with the development team in Vietnam to prevent miscommunication. I managed development resources and suggested project deadlines to clients while monitoring progress for medium-sized projects. I ensured final content was consistent with initial mock-ups and technical requirements.

🕒 Front-end Development

Acted as Lead Developer for high-priority projects involving complex JavaScript frameworks (Vue.js, Nuxt.js) and JQuery.

- January 2016 – **Web development (part-time)**, *Fastcoding*, Japan
May 2016 I handled front-end development for small projects, improving organization through managing short deadlines and high-priority tasks. I implemented responsive designs using HTML, CSS, and JavaScript.
- July 2015 – **Web development internship**, *Fastcoding*, Japan
September 2015 I created websites by converting Photoshop files to HTML and CSS using internal tools. I performed manual JavaScript integration and completed PHP assignments in a Japanese work environment.
- July 2013 – **Web development internship**, *Nord Compo*, France
August 2013 *Nord Compo is a major French publishing company.*
I developed a showcase website featuring video and image content for a new book release. I implemented front-end and back-end features, including registration and authentication, using PHP, MySQL, and JQuery.

Education

- 2014 – 2015 **Exchange year**,
Mathematics, Computer Science, University of Tokyo, Imai Laboratory
- 2012 – 2015 **Engineer's Degree**,
Computer Science, Applied Mathematics, ENSIIE Évry
- 2012 – 2013 **Bachelor's Degree in Mathematics**,
Measure Theory, Topology, Université d'Évry Val d'Essone
- 2010 – 2012 **Preparatory Courses for Competitive Examinations**,
Mathematics, Physics, Computer Science, Lycée Louis-le-Grand Paris

Skills

- OS Linux (Arch Linux, Ubuntu, Gentoo), Windows, MacOS
- Software VS Code, R, MatLab, SAS, vim, Emacs, typst, L^AT_EX, Microsoft Office
- Languages Programming : C/C++, OCaml
Web : HTML, PHP, CSS (SASS, OCSS, BEM), JavaScript (Vue.js, JQuery, Angular), SQL
Script : Bash, Python

Languages

- English TOEFL (103/120), TOEIC (985/990)
- Japanese Working proficiency JLPT N2
- French Mother tongue
- Spanish Limited working proficiency

Involvement

- Photography Mainly portraits, post-treatment in Lightroom/Photoshop
- Manga club Club president, Organizer of an event (first edition, 150 visitors)
- Sports Karate (8 years, black belt, ranked top 3 in regional tournaments) Iaido (2 years in France, 1 year in Japan)
- Music Theory (7 years), Piano (6 years), Guitar (3 years)