François Granger
17, avenue Arblade
92240 Malakoff
France
Phone: +33 6 61 36 96 17
Mail: fgranger@fgranger.com

Product support

A professional activity centered on support and promotion of innovative products.

Skills

Organization

Technical support
Presales support
Quality assurance
Technical documentation
Localization
Training
Market & technology intelligence

Administrative

Stocks and Purchasing
Manufacturing
Inventory

Technologies

Digital printing
Desktop publishing
PostScript, PDF, Color management
Heterogeneous networks (MacOS, Windows,
MacOSX, Unix/Linux)
Internet technologies(HTML, XML, PHP,
Weblogs, Wiki)
Office softwares

Development

Web sites (Installation, webmastering)
Programming (Python, PHP, Perl, AppleScript)

Currently

Independent consultant   http://www.fgranger.com

Projects:
- Support consultant for EFI (Products: MicroPress, Digital StoreFront)
- Web server installation and webmastering CMS, weblogs, wikis
- Market and technology intelligence

Professional experience

- Support management Pre/post sales support organization. Team management. Support to marketing events (demo, expo, events…). Consulting.
- Product management. Positioning, price evaluation, coordination with the development, support and sales team.
- Training management. Creation of training courses. Training of sales, pre-sales engineers.
- Manufacturing management. Choice of components, Purchasing (Licenses, parts...), Stocks administration, Negotiation with sub contractors.
- Management of documentation and localization
- Evaluation of new product, competitive analysis, selection of new products, pricing, positioning, preparation of marketing events
- Market and technology intelligence
- M.I.S. manager. Installation, configuration and maintenance of micro-computers (PC and Macintosh) and LAN, file server, mail server, Internet, access router

Previous employments

Teleprosoft

Member of the founder team
Products for remote digital printing environment. Prineo, are remote print server which help user define and transmit digital print orders. It main customers are CRD (Corporate Repro Departments) and Print for pay shops. Prineo systems are sold by the main digital printing machines manufacturers (Danka, Heidelberg, Nashuatec, RexRotary, Xerox …).

Support manager   4years

EFI
http://www.efi.com

Southern Europe subsidiary of an American company. EFI creates and manufactures color print servers which allow to use digital color copiers as network color printers. These Fiery Color Server are sold under OEM agreements to the leading manufacturers of copiers and printers (Canon, Xerox, Ricoh, Minolta, Danka-Kodak, Agfa Lannier, IBM, Epson, Hewlett-Packard...)

Technical manager for southern Europe   7years

Unlike (ex Blue Link)

Subsidiary of P.Ingénierie, French leader of software and peripheral distribution in the Macintosh environment. Unlike was a distributor representing the leading software editors and peripheral manufacturers. Unlike was focused on the Windows and OS/2 environments

Product manager   11/2year

ISE Cegos

ISE Cegos was the distributor of leading software editors and hardware manufacturers of DTP products. ISE Cegos was distributing Macintosh and Windows products.

Technical support and product management   2years

Italiques / Italsoft

Phototypesetting company specialized in interfaces between word processing on micro-computers and phototypesetting on traditional hardware.

Maintenance agent / Sales engineer   2years

Miscellaneous

Language

French (mother language). English. Spanish (basic).

Complementary activities

Movies, books.
Technical articles
Technical translations
Software development (language Python, PHP)
Creation and teaching of training.
Web sites development