

Alex CARRAUSSE

Singapore

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French citizen / Singapore PR

Business Development Customer Service General Management (MBA)



PROFESSIONAL EXPERIENCE

Since 2008	XiD Technologies – Face Recognition software venture (26 emp., \$1m) VP Business Development	Singapore
	<ul style="list-style-type: none">Assisting the business development of the company through the identification of sales opportunitiesDeveloping a growth strategy through marketing analysis and strategic analysisActively supporting the account managers with product support and customer supportBuilding and developing the Customer Support infrastructure	
2003 – 2007	SAGEM Security - Biometrics and high-tech solutions (60,500 emp., \$11.3b) Customer Service Manager	UK, Nigeria, France
	Team Leadership <ul style="list-style-type: none">Led a team of 4 engineers on the integration and development of a test project at CDG airport in Paris, which resulted in an innovative and successful solution for automated passenger controlSecured a \$15m contract with the Government of Pakistan by leading successfully a team of 6 engineers on a key benchmark test (national passports)Built and spearheaded a team of 10 in charge of nationwide technical customer support on a cutting-edge border control system installed at UK airports (1m passengers/year) Operations Management <ul style="list-style-type: none">Managed a \$10m IBM servers infrastructure, established technical support services and trained a team of 4 engineers upon delivery of a \$230m project in Nigeria (National ID Cards)Coordinated a group of suppliers which installed and activated a \$3m project at 4 international airports in the UK (Iris Recognition Immigration System)Reported on project progress and major issues to senior UK officials. Dramatically improved system performance by designing lean support procedures and adequate technical training Strategy and Business Development <ul style="list-style-type: none">Interacted with senior government officials during key product demonstrations and introduced first-class biometric solutions to stakeholders, as a member of the pre-sales teamConducted the change management strategy with client to successfully integrate a new high-tech system in a complex environment (airports)Impacted the development of a new line of biometrics products by providing extensive field experience and customer feedback (automated biometric passenger identification)Promoted to Customer Support Manager in 2006 and handled a portfolio of 6 different clients in Nigeria, France, UK and Belgium (projects up to \$10m related to airport security and ID cards)	
2000 - 2002	Lycée Français de Séoul – Foreign academic institution / Non profit IT Manager	South Korea
	Restructured, enhanced and managed a \$100k IT infrastructure, investing \$35k/year in new systems, equipments and software. Supported the users' community (400 students, 30 faculty, 10 admin).	
2000	TigerStock.com Inc. – Venture providing consulting services to Korean start-ups High-tech Consultant	South Korea
	Created, developed and published corporate documents and marketing presentations for the promotion of Korean high-tech ventures to Asian investors. Closed a \$500k investment contract with a Singaporean bank.	
1998 - 1999	French Embassy, Seoul – Scientific and cultural development agency Internet Technologies Engineer	South Korea
	Managed IT support and facilitated the use of Internet and computers. Administrated the official website.	

EDUCATION

2007 - 2008	INSEAD Business School - MBA Programme (July 2008) Awarded INSEAD Asia Enterprise Fund Scholarship – Strong focus on Business in Asia	Singapore
1995 - 1998	Université Paul Sabatier, Toulouse III - Master of Engineering (Diplôme d'Ingénieur-Maître) Major in Telecommunications, Networks and IT systems (IUP STRI)	France

LANGUAGES French (mother tongue), English (fluent), Spanish (intermediate), Korean (basics)

EXTRA-CURRICULAR ACTIVITIES

- Sailing instructor:** Led sailing camps for underprivileged children and university students
- Alumni Association (Toulouse): Member of the Board and **Chief Editor of the Alumni Address Book**