



Benjamin Vigier

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Professional Summary

Platform development and digital printing specialist with over 15 years of experience in prepress workflows, labeling solutions, and process improvement across multiple industries. A proven leader in managing digital transitions, integrating agile methods, and enhancing team efficiency. Skilled in optimizing complex digital printing systems and leveraging tools like ServiceNow, Jira, and Confluence to drive productivity, reduce issues by 30%, and elevate platform performance. Known for delivering seamless systems integration and technological innovation to meet strict compliance standards and enhance operational results.

Professional Experience

03/2018 - Present **Print and Labeling Manager** *ams OSRAM AG*

Leading the digital printing and labeling platform in line with industry standards for automotive, medical, and aeronautical products, managing a team of five in a high-stakes merger. Implemented agile methodologies and developed SOPs using ServiceNow and Jira, reducing reported issues by 30%. Oversaw system transition to SAP and NiceLabel, ensuring seamless integration and ongoing performance enhancements in digital printing.

10/2010 - 03/2018 **Solution and Color Engineer** *esko*

Enhanced production workflows with automation solutions, saving hundreds of hours annually, and improved proofing accuracy for top clients by 30% through digital printing, color management and inkjet proofing. Authored knowledge base articles in Confluence on topics like automation, scripting, and digital prepress processes, standardizing support and documentation to elevate project outcomes.

09/2006 - 10/2010 **Digital Development Manager** *Le Révérend Imprimeur*

Directed a team of 10 to optimize prepress workflows, achieving productivity gains through digital printing equipment upgrades. Successfully implemented a SaaS ERP and Web-to-Print solution that improved margins by 2-3%, supporting advanced customer service capabilities. Collaborated closely with suppliers to align with the latest in printing technologies.

01/2006 - 09/2006 **Solutions Consultant** *Unisys*

Enhanced service quality and response times by streamlining workflows, meeting KPIs and SLAs in cooperation with HP's subcontracted teams. Customized editorial workflows for media clients, deploying Unisys' Hermes solution with XML integration, and trained nationwide teams on digital printing and color management.

03/2005 - 12/2005 **MIS Support & Training** *e-emergency*

Boosted customer satisfaction by 25% through hands-on training in a cloud-based MIS for the printing industry. Developed client-centric improvements based on direct feedback, and managed server reliability projects, ensuring consistent platform support for digital printing operations.

11/2003 - 11/2004 **Prepress manager & CIO** *espaceGraphic*

Increased production by 20% by transitioning from analogue to digital plate making and reduced chemical waste by 30%. Modernized the IT infrastructure, implemented a digital file server, and delivered prepress training, resulting in a 30% efficiency boost in client file exchanges.

Skills

- Digital Printing and Color Management Solutions
- Platform Development and Workflow Optimization
- Automation Tools (Jira, ServiceNow, Confluence)
- Cross-functional Team Leadership and Training
- SOP Development and Compliance Standards

Education

10/2003 - 10/2004 **B.Sc. "Métiers de l'édition"**

École Supérieure des Arts et Industries Graphiques Estienne

 Paris 

Specialized in digital prepress workflows

09/2001 - 09/2003 **Brevet de Technicien Supérieur
Industries Graphiques
Communication Graphique**

Lycée Étienne-Jules Marey

 Beaune 

Equivalent to a BETC Higher National Diploma in Graphic Arts

Languages

Fluent French and English. Conversational German. Basic Polish and Dutch.

Interests

Beyond work, I fuel my wanderlust by exploring the world's cultures and cuisines (travel & food enthusiast). I balance this with a passion for technology, tinkering with Open-Source projects and honing my scripting skills. This blend keeps me well-rounded and fosters a lifelong love of learning. When I'm not exploring new places, I enjoy outdoor activities and spending time with my furry companion (dog).