



# GUILLAUME CLERC

## PRODUCT SUPPORT MANAGER

After five years as a Product Support Manager, customer and end-user satisfaction has become my priority. I am looking for new challenges in UAE.

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Dubai  
UAE

## SKILL HIGHLIGHTS

- Support project management
- Communication
- Customer relationship
- Leadership
- Autonomy
- Adaptability
- Good ability to analyze and synthesize complex issues
- Computer skills : MS Office programs ; MS Project ; SAP

## LANGUAGES

- English – Fluent
- French – Native Speaker
- Arabic – Beginner

## HOBBIES

- Airplane Pilot (Private Pilot Licence and Ultralight Licence)
- Motorcycle
- Vehicle restoration
- Boating
- Music : classical guitar practice since 2003 (including 9 years of study at the Conservatory of Music of Burgundy)

## EXPERIENCE

### Product Support Manager | Oct 2018 To Today

#### Safran Electronics & Defense – Eragny (France) / Abu Dhabi (UAE)

- Definition and implementation of the support system for new equipment as part of a weapons program for France and export customers (Qatar, India, Egypt)
- Management and treatment of technical issues
- Retrofit management of the customer weapons fleet (MRO)
- Demonstrations of use and maintainability on air base and aircraft carrier
- Users training in centers of expertise
- Integrated Logistic Support
- Management and writing of the end-user and supply documentation according to specifications ASD S1000D and S2000M
- Financial management

### Integrated Logistic Support Intern | Feb 2018 To Aug 2018

#### Safran Electronics & Defense – Eragny (France)

- Creation of a fault finding approach on UAV

### Maintenance Engineer Intern | May 2017 To Sep 2017

#### Safran Electronics & Defense – Dijon (France)

- Reliability and sustainability of sights production benches
- Maintenance, Repair, Overhaul

### Technician Intern | Jun 2016 To Sep 2016

#### IMT Aviation – Saffron Walden (UK)

- Refurbishment of commercial aircraft seats and composite parts

## EDUCATION

### ESTACA (Ecole Supérieure des Techniques Aéronautiques et de Construction Automobile) | 2018

Engineering degree in aeronautics  
Montigny-le-Bretonneux (France)