Isabelle Fournier Junior Delivery Manager

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PROFILE SUMMARY

- **Junior Delivery Manager** with **3 years** in **telecom and business software**, now planning releases for 2 squads on the **MyProximus** app after 16 months coordinating ERP rollouts at Odoo.
- Plans work in **Jira** and Confluence, reports cycle time and throughput in **Power BI**, runs **Scrum** for one squad and Kanban for the other, and holds the **PSM I** from Scrum.org.
- Strongest in **fortnightly release planning**, **dependency tracking** with the billing and identity teams and **flow reporting**, and now learning **Monte Carlo forecasting** from the tribe's senior delivery managers.
- Works every day with **engineers, testers and the product owner**, checks each release with **customer care**, and runs the weekly dependency check where every blocker gets an owner and a date.
- Keeps the **release notes template** and **go/no-go checklist** the tribe now uses, shows new squad members how the **RAID log** works, and plans to sit **PSM II** in 2027.

TECHNICAL SKILLS

Delivery Methods & Frameworks:	Scrum, Kanban, Scrum of Scrums (basics), SAFe (basics)
Delivery & Planning Tools:	Jira, Confluence, Miro, Odoo Project
Forecasting & Reporting:	Power BI, Excel, Burn-up charts, Cycle time reports
Risk & Governance Practices:	RAID logs, RACI, Decision logs
Release & Service Management:	Release planning, Go/no-go checks, Release notes, ServiceNow (basics)
Commercial & Vendor Management:	Budget tracking, Timesheet reporting, Fixed-price packages
Certifications:	Professional Scrum Master I (PSM I)

EDUCATION

UCLouvain (Louvain School of Management) — Master in Business Engineering — Louvain-la-Neuve, Belgium · Sep 2018 to Jun 2023

Scrum.org — Professional Scrum Master I (PSM I) — Online · Mar 2025

WORK EXPERIENCE

Proximus — Junior Delivery Manager — Brussels, Belgium · Feb 2025 to Present

- Plan the fortnightly releases of the **MyProximus** app for 2 squads of 16 engineers and testers in Jira, and shipped **23 of 24** planned releases on their date since February 2025.
- Set up a weekly dependency check with the billing and identity teams in **Confluence**, which cut stories blocked for more than 3 days from **11 to 3** a sprint.
- Took over the squads' **RAID log**, gave every risk an owner and a review date, and closed **31 of 34** logged risks before they turned into issues on a release.
- Built a cycle time and throughput report in **Power BI** from Jira data and used it in retrospectives to agree WIP limits, cutting median cycle time from **9 days to 5**.
- Run go/no-go checks with QA and customer care before each release and write the weekly status for the tribe lead, cutting hotfixes after release from **5 to 1** a quarter.

Odoo — Project Coordinator — Louvain-la-Neuve, Belgium · Sep 2023 to Jan 2025

- Coordinated **26** Odoo ERP rollouts for Belgian small businesses, booking consultants, tracking scope in Odoo Project and sending each client a short status every Friday.
- Tracked hours against each fixed-price package in **Odoo Timesheets** and warned the project manager once a project reached 80% of its budget, cutting unbilled overruns by **40%**.
- Wrote the go-live checklist (data import, user training, cutover day) used on every rollout, which cut support tickets in the first week after go-live from **14 to 6** on average.