Jérôme Calvar

Product Owner / Business Analyst, CCM specialist

Available from 1 January 2027 | Freelance, remote or hybrid, occasional travel | Villenave-d'Ornon, near Bordeaux, France
| jcalvar.fr@gmail.com | linkedin.com/in/jérôme-calvar

Key figures

14 years
of experience, 9 of them as Product Owner and Business Analyst

CCM
specialty: letters, e-mail, SMS, electronic registered mail

6
major accounts
Tessi, Xerox, AXA, Metlife, ICDC, Numen Sati

Profile

Product Owner and Business Analyst specialising in CCM, on multi-client B2B platforms under strict regulatory constraints. I'm comfortable with the whole delivery chain: qualifying requests, prioritisation, specifications, mock-ups, sprints, production releases. I have worked at every link of the document production chain: development, production operations, then functional design and testing.

Experience

Business Analyst

October 2022 to December 2026 | **Freelance, on assignment at Tessi**

Worked on Tessi's DX platform from the start of the project, before go-live, writing the functional specifications and testing them. DX manages clients' outgoing communications: document intake (portal, batch, virtual printer, REST API), processing, distribution by postal mail, e-mail, SMS and electronic registered mail (CSE / LRE), then end-to-end tracking. Specified the vast majority of enhancements: REST API, batch deposits, CSE / LRE, integration of production and La Poste feedback into tracking, CI Premium, archiving, statistics. Tested each of them, then oversaw the automation of regression tests, reorganised the QA process and led the offshore QA team to full autonomy. Worked with successive development teams in Cambodia, Morocco, France and Tunisia.

Team: tech leads and developers in France, Morocco and Tunisia, 2 QA engineers, 2 functional analysts
Tools: Redmine, Squash TM, Cypress, GitLab

Product Owner / Proxy Product Owner

July 2017 to October 2022 | **onepoint (permanent contract), on assignment at Xerox**

Product Owner for a document production pipeline. Prioritised releases with the client; gathered enhancement requirements; wrote specifications, business rules and user stories. Designed an in-house automated regression testing tool. Production incident follow-up, test plans and test campaigns.

Team: 1 technical architect, 1 tech lead, 4 developers, 2 functional analysts
Tools: Jira, Redmine, GitLab

Production Support Analyst / Developer

March 2013 to March 2017 | **Editique Medias Services (permanent contract), on assignment at AXA Technology Services**

Ran the post-composition pipeline for all documents sent by AXA and its subsidiaries. Production monitoring, incident handling and maintenance of the document composition repository across 5 environments. Developed user interfaces for the business and production teams.

Tools: Compart DocBridge, Oracle APEX

Other assignments

March to July 2017: onepoint, Metlife assignment. Developed a post-composition pipeline.

January 2012 to March 2013: Editique Medias Services, ICDC, Numen Sati and service centre assignments. Document specifications and templates.

Skills

Area	Details
Consulting and delivery	Scoping and business analysis, specifications (functional specs, user stories, Given/When/Then), API design, mock-ups, Product Owner, offshore team management, agile and V-model
Testing and quality	Test strategy, automated regression tests, Squash TM, Cypress, HP Quality Center (early career), ISTQB Foundation certified
Document composition	Quadient Inspire (Designer, Automation), Compart DocBridge (Pilot, Mill), Streamweaver, HP Exstream / Dialogue and Open Print (early career), post-composition, multichannel distribution (postal, e-mail, SMS, certified deliveries)
AI	AI for analysis and documentation (specifications, mock-ups, API documentation), AI-assisted development (ChatGPT, Claude, Claude Code)
Languages	French (native), English (professional working proficiency)

Education and certifications

Degree or certification	Institution	Period
ISTQB Certified Tester, Foundation Level	ISTQB / CFTL	**2018**
Master's degree in Applied Computer Science	Université du Québec à Chicoutimi, Canada	**2010-2011**
Graduate diploma in Applied Computer Science	Université du Québec à Chicoutimi, Canada	**2009-2010**
BTS (two-year higher technical diploma) in Computer Science, software development track	Lycée Saint-Louis, Châteaulin, France	**2007-2009**

Glossary

CCM	Customer Communications Management. The tools and teams that produce the letters, statements and e-mails a company sends its customers, in high volume.
CI Premium	Courrier Industriel Premium, La Poste's offer for high-volume mail, with item tracking and related delivery services.
CSE / LRE	Courrier suivi électronique / Lettre recommandée électronique: French tracked and registered electronic mail, with proof of delivery.
Post-composition	Processing applied to documents once generated: sorting, grouping, mark insertion, routing to print or digital channels.

Contact

By e-mail at jcalvar.fr@gmail.com or on linkedin.com/in/jérôme-calvar.