

Claire CHAMARAT

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EXPERIENCED HEAD OF COMMUNICATIONS – BILINGUAL (FRENCH/ENGLISH)

A wealth of communications experience within major international groups (**Bristol-Myers Squibb, Orange, GDF SUEZ, SUEZ**) ♦ A complete command of all the techniques and media used for internal and corporate communication, press relations, crisis communication, etc. ♦ Communications strategy and planning

PROFESSIONAL EXPERIENCE

Jan 2018



Entrepreneur - Marseille

Founder of [Solidcom](#), a micro-enterprise that provides communications services to associations.

May-Aug
2016

(contract)



SUEZ Group – Paris

[Organics division](#). 320 employees, turnover of €70 million.

Communications Director – Reporting to the President

June-dec.
2015

(6 months)



Water For People – NGO – Denver, United States

Volunteering as a Communications Officer for [Water For People in Uganda](#) as part of my [training in Development Project Management with the Institute for International Cooperation](#).

Blog : <http://visaouganda.com/>

Jan. 2013 -
May 2015



SUEZ Group - Paris

[Recycling and reuse of waste, France](#) 20,000 employees, turnover of €3.5 billion.

Director of Internal Communications – Reporting to the Director of Communications

- Structuring SITA's internal communication objectives, within a period of strategic change for the company's future; a process of co-construction with other operational divisions and 30 communicators from the regions and clusters. Managing a team of three Communications Officers and a budget of €700,000.
- Coordinating the confidence survey of 20,000 employees and the commitment survey of 2,000 managers (participation rate of 78%) and assisting HR Communication (in-house Management and Vocational Training Schools, the prize for management attitudes, annual management integration seminar, safety days, mobility scheme, etc.).
- Designing, establishing and monitoring a dedicated communication tool for a new target group of 200 managers (4 web conferences, 4 newsletters, 4 interviews with experts and 1 convention a year).
- Coordinating national in-house events (managerial seminars, management "road shows" within the nine regions and clusters and at the head office, etc.).
- Editor-in-chief of national in-house publications for managers. Harmonizing in-house publications for all employees within the nine regions and clusters (nine editions of a common template with national and local content). Aligning the print and web editorial systems.
- Regularly evaluating schemes/tools and campaigns set up (overall satisfaction > 90%).
- Member of the SUEZ internal communication steering committee.

Since 2009



La Tortue Bleue – Association of communication professionals

Active board member and founder member of its Employment Endowment Fund ([Fonds de dotation pour l'emploi](#)). Regularly chairing and co-chairing the association's workshops for job seekers ([ateliers pour l'emploi](#) and [journées pour l'emploi](#)).

2007 – 2012



GDF SUEZ (now ENGIE) – Paris

A global leader in the energy sector. 220,000 employees, turnover of €84.5 billion.

2009 – 2012

GDF SUEZ ENERGIE FRANCE– 11,000 employees, turnover of €15 billion

Head of Media Relations – Reporting to the Director of Communications

- Creating a press office from scratch: setting up a network of press correspondents for the industry (10 people), supervising media training for more than 50 spokespeople, creating all the tools and procedures, systematically analyzing press coverage.

- Covering media relations for five business units instead of two with the same annual budget (€300,000), by using a single agency and streamlining processes.
- Significant improvement in results with 4,000 mentions in the press annually, 85 % of which being favorable or neutral, in a delicate media environment (gas prices, customer complaints, associations opposed to wind power, etc.).
- Managing day-today media relations.

2007 – 2009 GAZ DE FRANCE – 47,500 employees, turnover of €27 billion.

Communications Manager – Reporting to the Director of External Communications

- Completely overhauling the concept of the annual report so as to better highlight the Group's industrial power: the stock of 150,000 copies was rapidly depleted. Designing, producing and circulating the first online version of the annual report, alongside the multimedia team.
- Creating and approving the content of corporate communication, overhauling the blueprint for the Group's communicators.
- Coordinator for the GDF SUEZ integration project for publishing. Subsequently appointed as Head of Marketing Publications for the new Group from July 2008 to April 2009.

2005 – 2007



ORANGE FRANCE – Paris

France's leading mobile phone operator. 7,000 employees, turnover of €9.8 billion.

Communications Manager – Reporting to the Director of External Relations

- Media relations for product and service launches: strategic recommendations, preparing the media communication plan, monitoring campaigns and the budget.
- Preparing press conferences and other public appearances by the French CEO:
- Supporting crisis communication.
- Member of the rebranding team for the Orange corporate brand.

2004 ESSEC – Masters in Sport, Management and Corporate Strategy

2003 UNIVERSITY OF MARNE LA VALLÉE – Post-graduate diploma in corporate communication

1992 – 2003



BRISTOL-MYERS SQUIBB COMPANY – Paris

U.S. pharmaceutical group. 55,000 employees, turnover of \$ 21 billion.

Communications Manager – Editor-in-chief of in-house publications

Reporting to the Director of Corporate Communication

- Creating, editing and monitoring the Group's first international publication distributed in 7 languages as well as an in-house English language electronic magazine for all employees.
- Helping to streamline the Group's communication tools, together with the international network.
- Identification of topics and stories, interviews, reports, writing and approval of editorial content.

1995 – 1997 **Communications and Public Relations Assistant**

Reporting to the European Director of Public Affairs

1992 – 1995 **Medical & Marketing Division Assistant**

Reporting to the Medical & Marketing Director for the Africa/Overseas Division.

1992 (6 months) **TORRENT** – Medical communications consulting agency, 50 employees – Paris

Communications Assistant

1984 – 1992 **Freelance scriptwriter, continuity and production assistant** – Paris

- 20 freelance contracts for cinema and television: co-author of a 26 episode series for France 3 and Radio Canada.

LANGUAGES, OTHER INTERESTS

1983 **UNIVERSITY OF PARIS VII** and **CENTRAL COLLEGE, Pella, Iowa (USA)** – Master's degree in English

LANGUAGES **English:** bilingual / **Italian:** fair

IT Word, Excel, PowerPoint and website development tools.

SOCIAL AND DEVELOPMENT WORK Assignment with [Aquassistance](#) on a waste management project in Uganda (August 2014) and on a water management project in Cameroon (November 2016).

Communication assignments as part of my retraining in Development Project Management with the Institute for International Cooperation:

- 1 month with the [Madagascar Fauna & Flora Group](#) in Madagascar.
- 5 months with [Water For People](#) in Uganda.

OTHER Fitness, yoga, trekking, ski touring, snowshoeing, sailing.

Former marathon runner, climber, scuba diver.

INTERESTS Travel, cookery and wine, a keen interest in the art world.