Eric Paquin

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As a driven French-Canadian professional with a passion for technology and innovation, coupled with a robust background in business communications, I bring a wealth of expertise to the table. My academic journey includes a Certificate in Innovation and Technology Management and an MSc in Product Management, where I specialized in Design Thinking for Strategy. With a career spanning over two decades in the technology sector, I have excelled in leadership roles, orchestrating global projects through both waterfall and agile methodologies. My subject matter expertise has been acknowledged with invitations to speak at prominent conferences and various press events.

Over the past eight years, I have strategically focussed on innovation methodologies, serving as Innovation Manager at ADAPT Centre and Fexco, as well as assuming the role of CTO at CLEAR Global (Translators without Borders). In these positions, I have been instrumental in devising innovation strategies that contributed to these organisations successes by implementing value-adding innovation processes. As an ardent advocate for the Design Thinking approach, I am committed to bringing my knowledge and experience to empower organisations in their growth.

Professional Experience

Global Alumni – *Certificate Coordinator*
December 2022 – Present

- Coordinate MIT Professional Education Blended CTO program
- Provide participants with detailed instructions and feedback on the Certificate project. ("Impact project")
- Mentor participants for their capstone pitch to the MIT Faculty
- Organize and lead one-hour webinars right after each program to introduce the faculty from the next program, explaining participants where they are in their learning journey
- Organize and lead one-hour office hours with participants where they will present each deliverable from the Certificate project.
- Provide groups with feedback and evaluation of the Certificate project

UCD Professional Academy – *Lecturer, Design Thinking*
June 2023 – Present

- Develop the Design Thinking curriculum for UCD Professional Academy.
- Delivery of the curriculum (12 weeks / 3 hours/week)
- Assessment of existing programmes and associated administrative tasks.

Fexco - *Innovation Manager (maternity cover)*
July 2022 – October 2023

- Contributed to designing and implementing effective innovation processes, helping business units to validate new solutions solving market needs.
- Managed the total innovation journey from ideation to co-creation with partners.
- Designed and developed structures, processes, business models and techniques to deliver regular co-creation opportunities and support Fexco Business Units across the globe in their learning pathways for innovation.
- Defined opportunities for growth to enable the creation of a robust innovation pipeline.
- Provided expertise and support on use of methods and tools and evolved the innovation tool kit in-line with industry and academic best practices.

Professional Experience

CLEAR Global (Translators without Borders) - *Chief Technology Officer*
February 2020 – January 2022

Led Translators without Borders digital transformation and pioneered innovative technology to give a voice to 4 billion people who speak a marginalised language, which leaves them out of important global conversations. As part of this role, I
- Increased the community of translators from 28k to 80k by reducing friction during the registration process
- Modernised our multisided digital platform to support our growing community
- Introduced and integrated a toolkit to support our growth and processes including Mural, Hubspot, Asana, and Phrase (Memsource)
- Coordinated a global multi-tech organisation effort including Google, Amazon, Microsoft and Facebook to create a platform to develop language tools to deliver COVID-related information to marginalised communities (tico-19.github.io) resulting in a COVID language toolset available in 127 languages
- Developed a customer-centric roadmap for the future of our digital platform
- Expanded the role of technology in the Translators without Borders story resulting in new product lines such as chatbots, transcriptions tool, machine translations.

Adapt Centre - *Innovation Lead*
July 2017 – February 2020

I nurtured and strengthened relationships with Industry Partners and addressed their business challenges through the identification and application of ADAPT research expertise and effective project management. Part of my responsibilities included:
- Collaborated with our partners to understand their requirements and priorities and ensured these were aligned with the research and software development teams' activities within ADAPT's Agile environment
- Managed intellectual property assets
- Drove the innovation pipeline from Platform Research to Targeted Projects while developing and nurturing the relationship with the Platform Research Management Team
- Created the ADAPT Innovation academy, resulting in 6 spinout companies successfully raising funds
- Delivered ideation and business development workshops for our spinouts and partners

Microsoft, June 1999 – May 2017

Product Manager, OneNote and Education (2015 – 2017)
- Increased market share by introducing product customisation for the British and Irish, and French/French Canadian markets
- Tracked and reported on agreed KPIs to measure feature usage
- Managed more flexible resource balancing across our team as the app landscape evolved

International Project Manager, International Apple Productivity Experiences (2004 – 2015)
- Managed all phases of highly complex localization projects on both short and long-term schedules including managing a budget of approx. $1.5M.
- Contributed to product development and usability through dogfood, specifications, UI review and white papers.
- Created and managed the European Beta Program for Mac liaising with a small set of customers and MVPs (Most Valuable Professionals)
- Maintained and built good relationship with our subsidiaries, customers and partners by creating and delivering presentations and training for product launches, press conferences and major customer events such as Apple Expo, MacWorld and the Brussels Design Conference.

Test Team Lead, European Mac Products (1997 – 2004)
- Managed a team of 18 experienced STEs through all the phases of testing and drove their career development.
- Managed the testing budget (approx. $500K).

Education

2016 – 2018   **MSc in Product Management**, *Dublin Institute of Technology*
2005 – 2006   **Certificate in Technology Management and Innovation**, *University College Dublin*
1990 – 1993   **B.A., Communication Science**, *University of Montréal*, Montréal, Québec (Canada)

Achievements

2023   Developed and delivered 2 day innovation module to Fexco for Irish Management Institute (IMI)
2017   ProductCamp - Best Presentation
2015   Global Readiness Outstanding Contributor
2012   One Microsoft Award

Noteworthy

- Contributing member of NSAI TC/45 committee on ISO 56000 standard on Innovation Management
- Active member of Innovate Island – All Ireland voice of innovation
- Presented research paper on Design-Led Strategy at UXPA2019 and Darden School of Business in 2021
- Involved in the deployment of Scenario-Focused Engineering within Microsoft
- Regular presenter at Apple Expo and MacWorld

When I'm not at my desk, you can find me enjoying time with my family, cooking, reading or listening to music – sometimes all at once!