Tom Fleischmann

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Swiss Federal Diploma in Digital Media & IT (CFC Médiamaticien). Bilingual FR/EN with 3.5 years of high-precision operational experience. Skilled in customer support, digital workflows, and AI-assisted tooling. Available immediately.

PROFESSIONAL EXPERIENCE

Operations Specialist
October 2022 – March 2026

Migros (Switzerland's largest retailer), part-time 2022–2024, full-time from January 2025

- Processed 200+ daily orders through SAP for 15+ retail locations, coordinating with a team of 10 to 15 colleagues in a deadline-critical environment.
- Guaranteed final quality control by rectifying 10+ processing errors per day, thereby optimizing delivery accuracy.
- Maintained a sub-0.2% error rate over 3.5 years across 1,000+ weekly product references, demonstrating exceptional attention to detail and reliability.
- Provided Tier-1 IT support on 50+ devices (scanners, Windows-based SAP terminals, printers), troubleshooting incidents autonomously and documenting solutions.
- Coordinated team task allocation during peak periods (up to 150% workload), keeping delivery commitments under pressure.

Digital Media & IT Intern
August 2019 – August 2020

City of Biel

- Drafted 30+ official communications (letters, meeting minutes, reports, presentations, flyers) for internal departments and the general public, applying public-administration standards.
- Developed and maintained the city schools' website (WordPress, HTML5, CSS3), providing technical support and user assistance for 10+ educational institutions.
- Structured SharePoint intranet portals for 5 municipal departments and built automated Excel dashboards for project tracking, streamlining inter-department information sharing.

EDUCATION

Federal Diploma in Digital Media & IT + Vocational Baccalaureate
August 2017 – July 2021

CPLN, Neuchâtel

- Communication & business writing: Trained in professional correspondence, business communication standards, marketing, and document management.
- Web development: Built 10–15 responsive websites (HTML5, CSS3, JavaScript, PHP, MySQL) including database management and CMS deployment (WordPress).
- Design & IT support: Adobe Suite (Photoshop, Illustrator) for 30+ digital projects; Windows hardware/software maintenance and Tier-1 support.

Business IT & Business Administration
September 2021 – January 2025

HEG, Neuchâtel – Bachelor-level Studies

- 4 years of higher education covering IT project management, information systems, business processes, software architecture and database modelling.
- Strong analytical foundation in data structures, business processes, and digital transformation; collaborative project work in cross-functional teams.

SKILLS

Languages: French (native), English (C1), German (A2)
Communication: Business writing, professional correspondence (FR/EN), documentation, touch typing 100+ wpm
Office & collaboration: MS Office (Word, Excel, PowerPoint), SharePoint, Teams, Outlook, Google Workspace, SAP
AI & emerging tools: Generative AI (LLMs), prompt engineering, AI-assisted workflows
Web & creative: WordPress, HTML5, CSS3, JavaScript, Adobe Suite (Photoshop, Illustrator, Premiere Pro, InDesign)
IT support: Windows (7/10/11), hardware/software troubleshooting, Tier-1 support

ADDITIONAL INFORMATION

Side projects: Built AI-assisted tools (real-time news monitoring dashboards) using Claude Code, Cursor, and the Anthropic API; familiar with LLM API integration and prompt engineering.
Interests: Emerging technologies, vibe coding, science-fiction cinema, competitive gaming, automotive
Work setup: Available for remote, hybrid, or on-site roles. Personal vehicle, driving licence.