



23/09/1969 (54 ans)
Nationalité Française
Celibataire
Permis Oui

* ** *

Bourg-la-Reine (92340)

*****@*****.***

International Customer Business Operations Manager, Sénior

EXPERIENCES PROFESSIONNELLES

janv. 2006 / déc. 2008

wireless markets

Africa/ Russia/ Ukraine

janv. 2003 / déc. 2005

Europe + East Europe

Customer satisfaction:

- * Developed key manager level customer contacts and interface within customer base to support

Sales Account Teams/Nortel Networks objectives and strategies. Extensive travel abroad.

- * Improved customer satisfaction and service delivery by being contact to resolve issues, engage relevant organizations and external entities to improve Operational and Bus Ops processes and tools.

- * Managed and escalated short interval complex orders, supplier shortages, and change resulting from milestone misses or capacity issues.

Compliance / Cost:

- * Managed complex project to time and budget commitment

- * Supported bid data collection and project kick off

- * Responsible for Complex Order Management process within Nortel and external suppliers, order

validation, order scheduling and delivery to worldwide sites

- * Designed worldwide logistics/customs process for each contract with the 4 Party Logistics provider

- * Negotiated and coordinated with external suppliers base to ensure on-schedule material

delivery matching installation deployment plan committed to customer

- * Changed to complex order management related to order cancellations, order validation, order

revisions or updates, shipment and invoice notification issue

- * Customer and commercial validation, Global Order Booking Policy adherence

- * Current fiscal practice and drive fiscal guidance within worldwide market

- * Implement long term sustainable solutions to existing process issues ensuring all solutions

and changes are compliant audit

- * Support New Product Introduction initiatives by ensuring alignment to Global Commercialization

and Operational readiness

- * Participated in Global and Regional market reviews to ensure alignment to Global Operational initiatives.

Cash:

- * Timely and accurate invoices meeting corporate standards of billing within one day of

appropriate milestone

- * Coordinated metrics reporting for departmental cost and operating activities

- * Coordinated weekly and monthly operational reviews to ensure organizational priorities are met.

janv. 2001 /

International Customer Business Operations Manager

mai 1990 / nov. 1990

Groupe DESCOURS & CABAUD Ets Societe BAURES (Montpellier branche)
** In connection with reorganisation, responsible for the transfer of the branch business with determination of the resources to be employed and tracking progress of operations. Project completed successfully without financial or customer impact.*
** Study of the transport function, determination and installation of an action plan allowing improvements of 20 % in delivery service.*

janv. 1990 / déc. 1998

Groupe DESCOURS & CABAUD Ets
Distributors of industrial supplies and metallurgical products
530 agencies and 13000 employees in France
Marseille and Nice branches.
From 1990 to 1998: Head of Operations / Transport: Management status
** Logistics of branch management and order preparation*
** Constitution and organisation of daily transport rounds*
** Management of workers / training (80 employees)*
** Management of operating and transport budgets. Put in place an outsourcing project improving by 30% level of services and reducing 35% of cost of transportation.*
** Determination of requirements regarding personnel, space and equipment for short and middle term*
** Responsible for Management of technical infrastructures: buildings, offices, goods handling, resources for each agency in respect of rules and regulation.*
** Installation of computer program: OPALE, improvement of financial invoicing process from 07 days to 02 days.*
** Active participation in marketing life of the branch and customer facing.*

oct. 1988 / oct. 1989

CARREFOUR (worldwide retailer)
Head of Bulk Management Department, covering 4 persons with warehouse storage of 15,000 m2:
** Management of stocks with considerable seasonal variation: 70 million Francs*
** Arrangement of products: 4,500 item headings*
** Sales administration, relations with 200 customers*
** Interface between goods receipt and procurements with installation of procedures.*

DIPLOMES ET FORMATIONS

janv. 1999 / déc. 2000

International Business Administration - BAC+5
M B A; Bournemouth University, The Business School, England

/ juin 1999

- BAC+4
University Foundation Year Pre-M B; Anglo World Education College, England & Australia

/ juin 1990

Logistics - Transport Management Course - BAC+3
University of Montpellier I - Promotrans

sept. 1987 / sept. 1988

Logistics Operations Management; National Foundation in Logistics - BAC+3
University of Aix-Marseille II

sept. 1985 / sept. 1987

Scientific and Technical University Studies Diploma Finance - Administration - Accounts - BAC+2
University of Montpellier I

/

Project studied: Asian Market Entry, 3 months in Asia. Dissertation with honors

COMPETENCES

data collection, Interface, Baan, SAP, Microsoft Word, Excel, Power Point, Outlook

COMPETENCES LINGUISTIQUES

Anglais

Espagnol

CENTRES D'INTERETS

Football, tennis, hiking