



Nationalité French
Permis B

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Marseille (13000)

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Directeur Commercial & Opérations France, Sénior

EXPERIENCES PROFESSIONNELLES

- mai 2021 / aujourd'hui** **Directeur Commercial & Customer Service France**
ZIM Integrated Shipping & Logistics - National Head Office FR, Marseille
* *Direct liaison with Line Managers & Reporting H.O, All products DRY, RF, OG, Project, Niche Markets*
* *Global Accounts relationship, Manage & Support Sales-CSV Teams, Hit Targets, focus Profitability*
* *Market Share Med - USA increased 4 to 23%; FR Agency 1st in EU Network RF Exports 3000 teus Apple*
* *campaign, CSV Satisfaction improvement from 72 to 94%, Very low employee turn over*
- sept. 2019 / avr. 2021** **Global Ocean Procurement Manager Europe**
CMA CGM, Global Head Office Marseille, FR
* *Contract & Rate negotiation with CMA HO & CEVA Global Carriers, assure Volume-Growth-Operations*
* *Support Cross Selling, Active involvement in GKAM Tenders & Pricing network, Manage Allocations*
* *Regular LCL Boxes to Tanger Hub, Zone Volume increased from 5K to 30K teus, Win : GE, Sanofi, Danone*
- sept. 2017 / sept. 2019** **Commercial Head Europe**
CMA CGM HO Marseille
* *Network Target List f/w, Sales Leads, enhance Value-Added Services, Regular Conf Call, Reporting KPI's*
* *P&L Budgets, Animation of CMA CGM Sales Network, New Busin Dev & Strategies, Joint Sales visits*
* *35K teus new business generation, Digitalization & Value-Added Customer Services, reduced Bad debts*
- août 2015 / août 2019** **Global Accounts Development Manager**
CMA CGM HO Marseille
* *Develop IFF portfolio, Coordinate with Trade Lanes & Tender Teams, Cross Selling BCO accounts*
* *Performance Report & QBR, Implement CMA Trade Strategy, Improve down trading clients*
* *Better Cross Selling & Synergies, Win: Bosch, Renault, Siemens, Decathlon - WK Block Trains from CN*
- janv. 2014 / juil. 2015** **Key Account Manager, South of France (1.6 years)**
DHL Global Forwarding, Paris
* *Vertical Development, Expand customer portfolio, farming key business, guide inside Sales team*
* *Alstom & Thales RFQ win delivered a profit margin of 600 K €*
- janv. 2010 / janv. 2014** **Trade Lane Manager France**
DHL Global Forwarding France, Paris
* *Set up zone Development Strategy-Planning RFQ : OFR, Sea-Air, LCL, AFR, Rail-Road, Reporting & CRM*
* *Major Sales actor for the zone growth, Global BCO : Auto, Consumer Retail, Pharma, Perishables*
* *FMCG FCL Imports +70%; WK Consolidation Box SG - FR; 5T regular AFR Textile Imports from BD*

janv. 2008 / déc. 2009	Sales Manager South of France Marchal Technologies, Marseille <i>* Develop profitable client Portfolio, telesales team coordination to reach monthly KPIs and budgets</i>
janv. 2003 / déc. 2004	Customer Service Executive Zenta Technologies Ltd, Mumbai <i>* Debt collection, arrears settlement, Customer service measures, handling litigations, claims services</i>
/	Business Development Executive United Arabs Emirates - Dubai <i>* Analyse Price, lead-time, quality control, Customer & Supplier interface, liaison with Sr. Management</i> <i>* Hong Kong Garments Trading : Transit Agent 6 months Internship (2004) (Hong Kong)</i> <i>* Analysing, registering the containerisation, customs clearance, CSV, Bookings on software AP+</i>

DIPLOMES ET FORMATIONS

/ juin 2017	sponsored course by CMA CGM Head Office
/ juin 2005	M.B.A (Master of Business Administration) specialised in Sales & Marketing (Degree 5 Years) - BAC+4 ICFAI (Institute of Chartered Financial Analysts), Mumbai
/ mai 2002	Diploma in International Trade & Logistics Management (Imports & Exports) NMIMS, Mumbai
/ avr. 2001	Graduation: Bachelor of Commerce and Economics - BAC+3 University of Mumbai
/	Advanced Commercial Negotiations in International Marketing - BAC+6 et plus
/	DHL Passeport CIF Certified International Forwarder
/	Diplôme d'étude de la langue Française et le Français Commercial - Advanced French
/	Diploma in MS Office applications (Word, Excel, Power point, Outlook Express, Internet, AP+, SAP, Cargowise, CRM Analysis, Qlick-view) - BAC+4

COMPETENCES

Animation, SAP, Aix, Excel, Power point, Word, MS Office applications, Outlook Express

COMPETENCES LINGUISTIQUES

Anglais
Italien
Français

CENTRES D'INTERETS

Sports, Fitness, jogging, swimming, hiking, cycling, listening music, reading, International travel

