

## Customer relationship Officer, English proficiency



Good interpersonal skills

Communication - Coordination

Customer relationship

in LinkedIn

Flexible, I've been able to adapt quickly to various positions and responsibilities, in France and 6 years in Ireland. In charge of customer relationship and English proficiency, I'm in charge of monitoring files, from order processing to delivery, ensuring that goods are received on good condition, right through to invoices payment. My interpersonal and communication skills are essential assets for successfully building customer loyalty and maintaining good professional relationships with both salespeople and my colleagues at headquarters. Contact me and let's talk.

Driving License

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## EXPERIENCES

### Customer sales Officer

Med-El France - Since June 2024 - Sophia Antipolis



- Customer orders processing: with hospitals, private clinics, audioprosthesis
- Daily contact in English with head office in Austria, for creating purchase orders monitoring deliveries, contacting customers and carriers
- Purchases receptions in Navision, customer invoicing
- Dispatch and follow-up of audioprocessors, for patient testing
- Handling expired implants, information to hospitals, reminders sending
- Processing of returns and exchanges through traceability, handling of credit notes
- Quarterly inventory (France area)

### Headquarter Office Coordinator

QuantifiCare - January 2024 to May 2024



- Ensure physical, telephone reception, and mail sorting
- Manage contracts with external service providers (Cleaning agent, premises maintenance ...)
- Enter employee expense reports into the internal management tool
- Centralise invoices from transport providers and edit customers invoices
- Manage office supplies
- Participate in the organisation of internal company events (Seminars, team-buildings)
- Coordinate communication around the quarterly newsletter
- Be the point of contact for all internal demands, and find solutions

### Teams & Projects Assistant

Thales DMS - November 2022 to January 2023 - Sophia



- Support employees in organising their travels
- Ensure the logistical organisation of various events
- Organise meetings and manage meeting rooms & showrooms
- Welcome and assist newcomers; and return of tools, closing of IT accounts
- Control the correct assignment of the hours worked by the teams
- Ensure orders for supplies, access and computer equipment
- Manage budgets and help creating dashboards
- Develop reports or notes according to the teams requests
- Be proactive in sharing information between departments

### Customer Service Representative, EMEA

MANE & Fils - July 2022 to September 2022 - Temporary Work - Bar/Loup



As part of the Mane product sales process: note, process and track orders on a daily basis for a set of internal branches and key account customers assigned; and as such, to ensure that they are satisfied.

### Customer Care & Administrative Assistant

DEIF - June 2022 - Temporary Work - Sophia Antipolis



- Check and update employee expenses reports on SAP Concur vs Excel tracking
- Manage office furniture needs & office supplies: appointments and request for supplier quotes
- Find training organisations and ask them for specific training quotes, according to employees needs
- Clarify training requests via the current OPCO, and register employees requesting training
- Answer incoming calls and distribute them to right correspondents internally
- Translate from English into French, matrix of invoices to be transferred to ERP, at the headquarters in Denmark

### Customer relationship Officer, France and Export

IFF - July 2021 to April 2022 - Temporary Replacement - Le Cannet



- Be with the sales Representative, the contact for all customer requests
- Enter customer orders, send order acknowledgement and confirm shipment dates
- Set up goods planning in connection with Production, so that deliveries are made on time, with right quantities and proper packaging
- Manage sample requests in the inter-group digital tool
- Be the Quality Correspondent: the privileged contact between customer needs (Technical Sheets, SDS, Certificates, etc.), and the Quality & Regulatory Services, in order to refine requests and best respond to customers
- Manage the planning of weekly teleworking days, for the Customer Service Team (7 pers.) and inform internal services

## Bilingual Teams Research Assistant

Inria - October 2017 to September 2019 - Sophia Antipolis



- Assistance of 2 international research teams (50 persons, 20 nationalities)
- HR monitoring
- Budgetary, financial and contractual supports
- Internal communication and external relationships
- Event project management

## Animation & Communication Officer

Telecom Valley - June 2016 to December 2016 - Temporary Replacement - Sophia Antipolis - France



- **ANIMATION** for members: supports to commissions, events organisation
- Identifying and implementing cross-members projects, and via the ecosystem
- Promoting the Association: developing prospects & partners
- Networking of members and digital actors
- **COMMUNICATION**: Community management, updating website, writing newsletters

## Personal Assistant of Satellite Operations & General Services Directors and Teams

Thales Alenia Space - April 2014 to January 2017 - Temporary Work - Cannes - France



- **01/2017: Legal VP's Assistant and his Teams**: contract management and export control
- **2015-2016: Personal Assistant to the Control & Operation Satellite Manager and his Teams, in the Telecom Branch (80 persons)**
- Coordination & organisation of a 3 days seminar, to federate the best customers: 120 persons worldwide
- Logistics support during LEOP (Launch and Early Orbit Phase)
- Suppliers orders & invoices processing, litigation management
- Organisation of agendas, meetings, missions
- **2014: General Services Manager's Personal Assistant and his Team (20 pers)**
- Monitoring expenses of persons engaged in the company daily commuting plan
- English translation of business review, for the Site Director

## Sustainable Mobility Manager

Green Code Agency - October 2011 to December 2013 - Freelancer - Sophia Antipolis - France



- **EXPERTISE**: pre-study on the installation of electric charging stations, for a municipality of Alpes-Maritimes
- Speaker at the international conference on sustainable mobility: "Ladies in Mobility", at EVER exhibition in Monaco, 03/2013
- **ANIMATION and EVENT**: creation of sustainable mobility days: round table, consultation and awareness workshop; carpool lunch; "Cycle to work days"; eco driving ; road safety ; with the local Mobility Authorities
- Co-organisation of the "Green Code 2012 Forum", on sustainable mobility (130 targeted visitors), at Ademe Sophia Antipolis
- Awareness-raising actions, federation and networking of public and private actors, to reduce the use of the vehicle with one person on board, on commuting
- **COMMUNICATION**: media design; online survey, photo report, press relations
- **DIGITAL**: Community management of sustainable mobility on social networks, and administration management of blogs/website; online survey management

## Eco-Mobility Project Manager

Amadeus - May 2008 to September 2011 - Consultant - Sophia Antipolis - France



- Educate employees in implementing alternatives to "one person driving in a car", by improving traffic flow on commuting, in favor of public transportation, carpool, (electric) bicycle, walking to work and telecommuting
- Survey analysis, presentation of results and writing summaries
- Organisation and animation of workshops in English, on the various themes of alternative modes of transportation to the private car
- Coordination with the engineering office in charge of the project, and the "Sophia Club Entreprises"
- Manage a team of 20 internal coordinators
- Participation in the development of solutions catalog to implement
- Monitoring the implementation of the first actions, through a dashboard

- Work on change management

## Scientific Programm Assistant, Congress area

European Society of Cardiology - August 2007 to April 2008 - Temporary Work - Sophia Antipolis - France



- Coordination of special sessions (3, 000 visitors), responsible for the team of 20 hostesses, in Vienna - Austria
- Scientific support: communication, correspondence with cardiologists and Steering Committee
- Creation of statistics, reports and online questionnaires, publications, relationships with medical publishers, selection of medical studies
- Part of the implementation of the scientific program, & medical brochures in French-English

## Customers Sales & Management Supports

Thales Underwater Systems - June 2006 to June 2007 - Temporary Work - Sophia Antipolis - France



- Customer service support, for export areas: coordination of technical and business directorates
- Interface between the head manager, sales forces, and group agencies: Thales UK & Australia
- Organisation of seminars with international entities

## Personal & Projects Assistant

Plan Bleu: United Nations Environment Program / Mediterranean Action Plan - December 2005 to April 2006 - Temporary Work - Sophia Antipolis - France



- Director agenda monitoring, travel organisation, redaction of activities annual reports
- Follow up of contracts for consultants in the Meds zone
- Coordination for creation of brochures: design, layout, text revision
- Interface with experts for seminars in France and abroad
- Bilingual Translation (English-French) of documents (tender specifications, ...)

## Sales Support Analyst & Marketing Support

Allergan - May 2005 to December 2005 - Temporary Replacement - Sophia Antipolis - France



- Coordination of the distributors Management for Botox product, in Eastern Europe, Africa, Middle East, areas
- Analysis of export sales, and marketing support (forecasts on spreadsheets and graphs)
- Inventory management in relation with the finance department, budget planification and distributors abroad
- Implementation and coordination of promotional activities, organisation of national and international congresses

## Bilingual Administrative & Sales Support, on Export Dept.

Integra Neuro Science - June 2003 to November 2004 - Full-time - Sophia Antipolis - France



- Follow up of French customer accounts: neurosurgeons and dermatological ones
- Sales coordination with export distributors in Spain, UK, Ireland, Mexico, Argentina & Brazil
- Bilingual interface with Sales Representatives and intercompany agencies, in UK & USA

## Team Leader for the French Surgical Dept.

Advanced Medical Optics - January 2000 to March 2003 - Full-time - Dublin - Ireland



- Management of a 3 up to 5 sales representatives team: recruitment, training, motivation, communication
- Management of key accounts (hospitals, clinics), litigation management, decision making in emergency
- Bilingual coordination (French-English) between the various departments: Sales Administration, Marketing, Human Resources, Logistics, Finances (France & Ireland)
- Coordination with ophthalmologists customers and distributors
- SAP skills: testing and application

## Tele-sales Representative

Allergan - July 1997 to December 1999 - Full-time - Dublin - Ireland



- Orders processing, sales promotion, invoicing, after-sales service
- Customer support for opticians, pharmaceutical wholesalers, doctors
- Bilingual coordination (French-English) between various departments: Administration and Sales Force, Marketing, Human Resources, Logistics, Finance (France and Ireland)

## SKILLS

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### Know-how

- Project Coordination
- Internal and external communication
- Interface between different actors
- Good organisational skills
- Managers and Teams support

### Soft Skills

- Good interpersonal skills
- Ability to federate
- Sense of initiative
- Team spirit

### Computing skills

- MS Office, Outlook, Oracle, SAP
- Canva, Concur, SharePoint, Teams, Trello, WordPress, Zoom

### Languages

- French mother tongue
- English proficiency

### References available upon request

Advanced Medical Optics, Allergan, Amadeus, Inria, QuantifiCare, European Society of Cardiology, Thales Alenia Space

## EDUCATION

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### Daily transportation management plan

ADEME, MARSEILLE

2009

Mobility management

### Communication & Leadership

DALE CARNEGIE INSTITUTE, SOPHIA ANTIPOLIS

January 2005 to March 2005

Personal development

### Team Leading Skills for front line managers

IRISH MANAGEMENT INSTITUTE, DUBLIN

January 2000 to February 2000

Technical team management and recruitment, at the Irish Management Institute

## INTERESTS

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### Hobbies - Sports - Interest

- Cooking, photographing, travelling
- Cardio-training, mountain biking
- Eco-citizen initiatives on sustainable mobility