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# Economist HES

A varied position in an international environment with managerial activities and contact with customers.

## Work experience

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Since March 2006	<b>Consultant</b> <b>Mission:</b> Consultant for Orange and France Telecom for their fusion in the Reunion Island. Involved in distribution, rebranding and CRM projects.
Since October 2005	<b>CEO</b> <b>Mission:</b> Yx Magnetic is specialized in the magnet industry. We produce and sell Neodym magnets in Europa. <b>Means:</b> 500'000 Swiss Francs
November 2002 September 2005	<b>Sales Support Manager</b> Swiss Post – Bern / Sierre <b>Mission:</b> Responsible for the sales support for a Business Unit. Inform and coach all the Swiss POS (2700) for questions about products and stocks. Responsible for creating the structure, hiring the personal, and teaching them. I'm involved in projects. <b>Means:</b> 7 people over 2 sites. 6 in Sierre and 1 in Bellinzona. Bilingual Team. <b>Appraisal:</b> Customer satisfaction over 96%. Average waiting time lower than 30 seconds. Service Level 1 : over 90%. Responsible for Swiss Post Business Number Project.
October 2000 October 2002	<b>Product Manager</b> Swiss Post - Bern – Headquarters <b>Mission:</b> Responsible for advertising space in Post Offices. Developed new products (hand-out ...) and managed the budget. Information to Post Offices. Acquisition of new partner ad agencies and direct sale to our big customers. Set up a logistic concept. <b>Means:</b> 3'500'000 CHF Budget. 1 assistant, more than 10 people working in partners. <b>Appraisal:</b> Turnover rose by 150% in 2 years and received an extraordinary reward from a member of the Swiss Post board of directors.
August 2000 September 2000	<b>Project Assistant</b> Swiss Post - Bern – Headquarters <b>Mission:</b> Assistant to marketing services. Assistance to the product manager advertising spaces. Involved in several projects.
February 2000 July 2000	<b>All-rounder</b> Swiss Post - Geneva – Key Account <b>Mission:</b> Help Key Account Manager – Visit of Key Accounts (private banks) – Responsible for the Swiss Post International Call Centre of Geneva. Completed my Diploma Work. <b>Appraisal:</b> Received a grade of 6 (max: 6) for my diploma work. The subject was: Distance Customer Relationship management at Swiss Post.

August 1998  
January 2000

### **All-rounder**

Swiss Post - Geneva – Post Offices

**Mission:** Front-Office, Council for Small Enterprises, Dispute, Financial Council, Principal Case, Replacement of Post Office managers during their holidays (Le Lignon, Geneva 28, Thônex). Organisation of sales events.

**Appraisal:** Increase in sales of savings account and investment funds of more than 50% in one year at the „Le Lignon“ Post Office.

## Diplomas and education

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Since  
October 2002

### **University of Applied Sciences - Western Switzerland - Sierre**

We study: Management, Marketing, Information Technology, Mathematics, Statistics, English, German, Human Resources, Tax Law, Civil and Commercial Law, Accountancy  
Obtained the Credit Suisse Private Banking prize for the best grade of the school.

**Area of specialisation:** E-Business - Management of an ecommerce platform  
:www.macravate.ch

April 2005  
April 2005

### **Foshan University, PR China**

Attending the 8th international workshop with students of 9 countries. Participation to an international management game.

**Area of specialisation:** Management

October 2001  
October 2002

### **University of Applied Sciences - Western Switzerland - Fribourg**

First year. Section « while employed » bilingual (French German). Field of studies: Mathematics, Statistics, English, German, Human Ressources, Tax Law, Civil and Commercial Law, Accountancy, Finance, Political Economy.

August 2000  
July 2002

### **Swiss Post Training Center - Vevey**

Post internal training in order to get a managerial position at the Swiss post. Grade: 5.7 (max: 6). Received an award of Excellence.

**Area of specialisation:** Customer Relationship Management

October 1999  
December 2000

### **IFAGE - Geneva**

Focus on dealing with customers psychology in order to understand their needs better. Grade: 6 (max:6)

August 1993  
June 1998

### **High School: Creusets – Sion**

Year 1994: exchange year in High School of Brig - one year spent in another cultural and linguistic environment. (Swiss German).

Obtained the Marius Coudray prize with maturity title.

**Area of specialisation:** Type E – economics sciences

## Language skills

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### **French**

**Speaking competence:** Native speaker, **Written competence:** Native speaker

### **German**

**Speaking competence:** Fluent, **Written competence:** Fluent

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## **Italian**

**Speaking competence:** School level, **Written competence:** Basic level

## **Russian**

**Speaking competence:** School level, **Written competence:** Basic level

## **English**

**Speaking competence:** Fluent, **Written competence:** Fluent

## **Various**

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### **Free Time**

Paragliding, Swimming, Water polo

### **Languages**

Diploma:

Cambridge Business Certificate Higher (BEC3) in English.

Zentrale Goethe Oberstufe (ZOP) in German

### **Humanitarian**

Internship during 1 month in Kazakhstan in 2004. Transport of goods by road from Switzerland. Work with problem children. Help with construction work. Teach people to use computers.

### **Associative**

Member of the Swiss-French Advertising Federation

Member of the committee of the PDC of St-Léonard

Member of the association Business Experience

Member of the SEC, Lausanne section