

This CV is anonymous for security purposes - In order to obtain access to this candidate, you must be an identified business

Sales Manager

After learnt a lot from Honeywell concerning the customer support business, I would like to expend my skills to sales and negotiation in direct relation with customers.

Work experience

Since
May 2008

Customer support Program Manager

Mission: Part of the OEM Customer & Product Support Team for Airbus, I am taking care about the relationship and support for Thales Avionics and Liebherr Aerospace.

My goals and objectives are to meet the customer expectations on time.

As we working with both Thales and Liebherr on mechanical and avionics products for the Airbus Single Aisle and Long Range fleet, we have to respect a high level quality in our mission.

March 2007
May 2008

Customer Service Supervisor

Mission: As the team leader of the Spare Part EXchange team (SPEX), I created a 10 people team in order to provide the best support concerning exchange and rental business customers. Our customers were all AT&R (Airlines) and B&GA (Business Jet) who needed to replace a Honeywell avionic part within 24 hours.

As the customer situation was AOG 90% of the time, I learnt and teach the way to work under stress and always comply with our policy in order to meet the customer needs.

Diplomas and education

September 2003
June 2006

ESC PAU - Business School

Master degree in Marketing and business negotiation

Computing skills

Software

MS PACK OFFICE / SAP R3 / SIEBEL ATLAS

Language skills

English

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

French

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

