**Cécile Lancia**

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**AREAS OF EXPERTISE**

* Versatile, goal-directed business/customer service manager with 15 years of progressive experience
* ERP packages: i.e. JDE and SAP
* Cross functional: Customer service, procurement, logistics, billing and finance
* Customer facing documents: (using multicurrency, Multilanguage and display the difference in decimal/dates) Examples: Order confirmation, Pick slips ,Literature, Invoices, Credit memos, Statements, Work orders, Receipt and Purchase orders
* Strong focus on optimizing processes with innovative solutions resulting in customer satisfaction.
* Reduction of both processing errors and processing time.
* Skilled in the implementation of complex systems, using a strategic approach.
* Total package: Analyze, project management, integration strategies, training and complete documentation

**PROFESSIONAL EXPERIENCES**

**Education Commune de Fléron** 2016-2017
- Master of English in 7 schools in the community of Fléron

**Boumatic-Gascoigne Mélotte –Remicourt** 2006 - Sept 2015

**Customer Service Supervisor**
- Management of the internal sales department composed of 6 people dealing with
 Orders (Europe and large export)
- Coordination and weekly meeting with other departments (procurement, production and logistics)

 Purpose: Manage priorities and ensure customer satisfaction
- Monthly billing objective. Weekly meeting with VP - billing estimate
- Development of KPIs and personal evaluation
- Various translations in French, English, German Italian .......

**Melinox** 2005-2006

Placement:Boumatic-Gascoigne Mélotte –Remicourt

Results: job offer

- Sale of stainless steel products for hospitals, supermarkets, butchers ...
- Writing and layout on powerpoint of a MELINOX catalog
- Calculation and drafting of offers + follow-up
- Visit new customers ....
**Purchasing Manager** 2004 -2005
- Purchase of raw materials for our production Melotte: steel, stainless steel ...
- Negotiation of prices and deadlines
- Search for new suppliers
- Inventory management

**Agent Customer Service** 2001-2004
- Processing and follow-up of orders on Germany, Switzerland, Italy and Denmark
- Transport follow-up
- Management of possible disputes
- Billing
- Relaunching customer payments

**Pelzer SA \_ Hauts Sarts** Sep 1999-Sep 2001
**Commercial employee**

 - Study of commercial and industrial refrigeration projects

 - Realization of quotations "specialty refrigerated furniture"
 - Foreign supplier orders ...

**Prayon Rupel \_ Engis** Mar 1999- Sep 1999

**Commercial employee**
 - Inventory and order management on the Belgian, French and German market
 - Monthly statistics and changes in turnover
  - Optimization of transport costs

**Oxybel \_Ile Monsin** Nov 1998-Feb 1999
Internal Sales Assistant
**Internal manager**

 - German market in the shearing sector
    - Issuing of quotations
     - Order tracking

​​**CFR \_Seraing** Jul 1996-Nov 1998
Commercial employee Languages
      - Calculation and writing of quotations in 4 languages
      - Price Negotiation
      - Order tracking - dispute handling
      - Sale to large export: documentary credits, credit insurance ...

**LANGUAGES**
- German - English - Italian: International - Fluent
- Dutch: Intermediate

**TRAINING**
1993-1996 Bachelor Education Officer: ENGLISH-GERMAN
  - Language courses: 6 months professor in different schools
  - Methodology courses: group animation in England: Bristol
  - Various internships: translator at Technipierre -Liège
 - Brief in German: Discovery of the socio-cultural aspects of the Germans through an initiatory journey

1998-2000 International Business Advisor - Château Massart- Liège

**COMPUTER**
Word - Excel - Powerpoint - Outlook ...
AS 400 - SAP - JDE

**EXTRA-PROFESSIONAL ACTIVITIES**
- Classic Guitar
- Summer camp coordinator - 3 years training (theater, management and psychology of
Groups, emotional intelligence ...)

**OBJECTIVES**
- Leverage my knowledge
- Evolving within a dynamic group, with respect for oneself and others