**Kévin CHARPENTIER**

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Morocco

Mobile : +212 6 52 31 75 69

Mail : [abouishaq62@hotmail.fr](mailto:abouishaq62@hotmail.fr)

32 years old

Married with 2 child

Driving license : French and International

**LOGISTICS AND ADMINISTRATIVE COORDINATOR**

Highly motivated Professional with 7 years experience ; mainly in the Logistics, Transport and Customer Service Management. I am looking for a position where my organizational skills will allow me to coordinate with efficiency in a Logistics and Customer Service department. Have spent 5 years for the Multi Billion French National Railway Corporation, SNCF. Fluent in French, Arabic and German with an intermediaire level in English, I have the ability and the interest to adapt myself in a Multi-cultural environment.

**PROFESSIONAL EXPERIENCE**

Since 2012 Clothes shop in Morocco

March 2009 to Nov 2009 **Home school teacher**, France

* Maths, French and History

Dec 2003 to Feb 2009  **Customer Service Manager** - **SNCF** (French National

Railway Corporation)

* Managing the Customer service
* Follow up with our security system for Customer.
* In charge of controlling and reporting (service, quality)
* Involved in the improvement process for the Customer Service

Aug 2003 to Dec 2003 **Commercial Agent** – SNCF (French National Railway

* Interface with the clients (more than 100 per day)
* In charge of providing service to the client face to face

1998 to 2002  **Technician** in Construction industry as

**Retail Assistant** - Auchan

* Stock Management in the Warehouse

**Journalist Assistant** – La Voix du Nord (French Newspaper)

**EDUCATION**

2009 -2011 : **Arabic Studies** in Yemen

2002 - 2009 : **Graduated from the French National Railway Corporation Program SNCF**, France :

Rail driving, Railway Safety and Security, Commercial, Customer care and Service, Railway system.

2000 - 2002 :  **School of Journalism,** Degree from l’**ESJ** (école supérieure de journalisme) Paris XIII University

1. Equivalent A Level – Baccalaureat (Littérature and Languages)

**LANGUAGES AND COMPUTER SKILLS**

French : Mother longue

German : Fluent

Arabic : Fluent

English : Intermediaire Level

**Computer Skills** : Mircrosoft Office

**HOBBIES**

Travelling : U.A.E, Yemen, Oman, Saudia Arabia, United Kingdom, Bahrein, Germany, Belgium, Spain, Mauritain.

Member of association for Youth in Arras, France.

Spending time with family