

Etienne Gaumery

Inside Sales – Customer Success & Account Management

Bordeaux • France • Immediately available

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Profile

Inside sales and customer relations professional with experience managing large client portfolios over phone and email. At Catawiki I handled more than 3,000 customers, building trust, overcoming objections and keeping high satisfaction in fast-paced, KPI-driven environments.

Very comfortable with digital tools, CRMs and online platforms. I communicate clearly and persuasively, and I enjoy convincing new partners to join a solution that makes sense for them and for the planet. I am strongly motivated by impact-driven companies and the fight against food waste.

Patient, reliable and empathetic, I take time to really understand people's needs, explain things simply and follow up until issues are solved. I like working in teams, sharing best practices and contributing to collective targets – values that strongly resonate with Too Good To Go.

Key Skills

Inside Sales, Prospecting & Acquisition

High-volume outbound calling B2B prospecting (independent & franchise stores)
Consultative selling & objection handling Negotiation & closing Conversion of prospects into active partners

Customer Relationship & Account Management

Onboarding & first-month follow-up Customer education on digital platforms Proactive check-ins & re-engagement
Ensuring adoption of new habits (food waste reduction) Retention & satisfaction focus

Organisation, KPIs & Reporting

Managing large client portfolios KPI-driven environment & target achievement Pipeline management & prioritisation
Structured reporting & follow-up

Soft Skills & Values

Empathy & active listening Resilience & perseverance Team player – “We win together” mindset
Positive & solution-oriented attitude Strong sense of purpose & impact

Tools & Languages

CRMs & customer support tools Very comfortable with digital platforms Office suite & online collaboration Permis B
French (native) English (C1) Spanish (fluent)

Education

MBA Digital Marketing Expert

Sept. 2025 – Sept. 2027 • MyDigitalSchool, Bordeaux

In-depth training in digital marketing and communication: social media strategy, content creation (photos, videos, visuals), digital campaigns and e-commerce. Practical projects on building content for different platforms and managing brand image.

Web Application Development (bootcamp)

Jan 2024 – Mar 2024 • Le Wagon, Bordeaux

HTML, CSS, Sass, Bootstrap, JavaScript ES6, responsive design, PostgreSQL, git, GitHub, Ruby on Rails. Project-based learning, web applications development and deployment.

MBA International Business of Art

2011 – 2013 • ICART, Paris

Professional Experience

Galerie Joséphine – Founder

Bordeaux • May 2019 - Present

Founded and developed an art gallery, building long-term relationships with collectors, partners and artists. Managed outbound calls, in-person meetings and email communication to present exhibitions, handle objections and secure sales. Developed digital communication (social media, newsletters, visual content) and organised events, always focusing on clear value proposition and customer experience.

Catawiki – Bilingual Customer Service Representative

Amsterdam, Netherlands • Jul. 2016 - Jan. 2018


Managed a portfolio of 3,000+ international customers by phone and email in a high-growth marketplace. Handled high volumes of inbound and outbound contacts, resolved issues, reassured users and maintained excellent satisfaction scores. Developed strong listening skills, empathy and the ability to explain digital processes simply, while meeting response time and quality KPIs.

Christie's – Bids Office Assistant

Paris • Apr. 2015 - Dec. 2015

Coordinated around 15 high-end auctions, supporting telephone and online bidders before and during sales. Ensured accurate information, clear communication and a premium client experience. Worked closely with sales and marketing teams to present lots, answer questions and reinforce Christie's brand image.

Languages

 **French** (Native)  **English** (Advanced – C1)  **Spanish** (Fluent)

Interests

 **Wine & gastronomy** – passionate about terroirs and food culture

 **Volunteering** – Change Now, food distribution initiatives

 **Travel** – discovering new places and people

 **Art & exhibitions** – galleries and museums

 **Sports** – trail running, surfing, golf, tennis