



## **VITO ALLGEIER LIPP**

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**PERSONAL** | Poised, enthusiastic, self-motivated, and multilingual individual, with over 10 years' worth of sales experience and three years of managerial experience. An international business management graduate from Schiller International University looking to secure a position utilizing my interpersonal skills and knowledge of various cultures.

**SKILLS & ABILITIES** | Fluency in German, English, and Spanish  
Basic French (B2)  
Proficient in Microsoft Office (Word, PowerPoint, Excel)  
Salesforce, Google Sheets, Notion, Jira, Slack

**EXPERIENCE** | **ANKORSTORE – CUSTOMER SERVICE TEAM LEAD INTERNATIONAL**  
*PARIS, FRANCE*  
JULY 2021 – PRESENT

- ❖ Managing a team of fifteen customer care representatives
- ❖ Team Lead for the international markets – UK, Nordics, Iberia, DACH, BENELUX
- ❖ Ensuring KPIs are met on a weekly, monthly, and quarterly basis
- ❖ Close work with various departments including finance, sales, ops excellence, and tech
- ❖ Recruitment and hiring process
- ❖ Managing holiday requests and HR requests for representatives
- ❖ Analysis of Customer Effort Score and Overall Customer Satisfaction

### **COMDATAGROUP - SUPERVISOR NISSAN CUSTOMER SERVICE**

*GENNEVILLIERS, FRANCE*

APRIL 2019 – JULY 2021

- ❖ Managing a team of thirty Front and Back Office agents
- ❖ Supervisor for the CENTER Markets (Austria, Germany, Switzerland)
- ❖ Ensuring KPIs are met on a weekly and monthly basis
- ❖ Ensuring that the Voice of Customer analysis is met
- ❖ Analyzing and reviewing cases and exporting data
- ❖ Interviewing new candidates for open position in the managed markets
- ❖ Creating reports and dashboards
- ❖ Managing and approving holiday requests

**COMDATAGROUP - CUSTOMER CARE AGENT NISSAN BACK OFFICE**

*GENNEVILLIERS, FRANCE*

NOVEMBER 2018 – APRIL 2019

- ❖ Acknowledging and resolving customer complaints
- ❖ Outbound Activity Back Office Complaints
- ❖ Keeping records of customer interactions, transactions, comments, and complaints
- ❖ Ensure customer satisfaction and provide professional customer support
- ❖ Releasing money for monetary transactions to customers
- ❖ Interaction with dealerships, technical department, and warranty department

**COMDATAGROUP - CUSTOMER CARE AGENT NISSAN FRONT OFFICE**

*GENNEVILLIERS, FRANCE*

AUGUST 2018 – NOVEMBER 2018

- ❖ Inbound Activity Front Office Agent
- ❖ Maintaining a positive, empathetic, and professional attitude toward customers at all times
- ❖ Communicating with customers through various channels
- ❖ Responding promptly to customer inquiries
- ❖ Knowing the product in essence in order to provide qualitative answers
- ❖ Telematics (Electric Vehicle APPs)

**EMBASSY ASSOCIATION FOR SERVICES OF EMPLOYEES U.S EMBASSY**

*PARIS, FRANCE*

MARCH 2017- AUGUST 2017

- ❖ Monitor and maintain the current inventory level, order new products and maintain a healthy stock
- ❖ Daily cashier reports and inventory reports

**SALES ASSOCIATE AT STREILINGER VERTRIEBSMARKETING GMBH**

*HEIDELBERG, GERMANY*

SEPTEMBER 2010 – MARCH 2017

- ❖ Acquisition of new customers and managing their accounts
- ❖ Optimizing outlook of product sold
- ❖ Cold-Calling / Outbound calls

**EDUCATION** |

**Schiller International University**

*Heidelberg, Germany*

Bachelor of Science International Business Management, 2017

**English Institute for Translation and Interpretation**

*Heidelberg, Germany*

Foreign Language Correspondent German-English, 2011

**Washington-Lee High School**

*Arlington, Virginia, USA*

Advanced High School Diploma, 2008

