



Josselin

RAGUENET DE SAINT ALBIN

- Business General Management
- Scaling Sales, Operations & Logistics
- Customer centric
- Analytical skills & Results oriented
- Creative / Entrepreneur / Autonomous
- English, French
- Middle East & Africa

Professional Experience

Jan 2024

Deputy to the CEO

Gadimat

May 2025

Imports, wholesale & production in wood industries

Agadir - MOROCCO



- * P&L management of a new factory of furnitures production
 - design all production processes, metrics, reporting.
 - Managing production & sales team, business development
- * Project management on many layers of the company
 - Logistics improvements (20 trucks fleet management)
 - Digitise internal processes (invoicing, HR, admin...)
 - Improve stocks & sourcing management

March 2022

Global Director Community Success & Care

Malt

May 2023

Accelerate growth of our offer on Malt (400k freelancers)

Paris - FRANCE



- * Design and implement from scratch global operations of Acquisition, Activation, Retention & Support
 - Create adequate processes for these new missions within Malt business
 - Hire, train and structure teams across 7 European countries to perform on these new objectives
- * Structuring operational excellence
 - Deploy *Salesforce* as the main tool for account management of Malt supply
 - build performance metrics, standardised reporting and data visualisation (*Looker*)

November 2019

Global Head of Support Operations

Meero (now Difuse.ly)

February 2022

Gobal strategy and operational excellence

Paris - FRANCE



- * Global P&L management: scalability & cost management
 - Successfully launched an Outsourced provider to handle outbound calls activity, reducing costs by 150%
 - Offshoring multilingual resources to our Bangalore offices for 24/7 & multi-timezones operations
 - -80% global costs reduction of Support department in 12 months
- * Structuring long term core management team
 - Complemented operational teams with an internal Project Management squad (Tools, Data & Quality)
 - Embedded *Localisation* team into the department (25+ languages needs in Meero business)
- * Data, Product & IT
 - Direct involvement in designing the tech roadmap: equip the department with the right data & tools ; escalation processes to feed Product teams with customers insights
 - Build operational & analytical dashboards to pilot the performance of the department (*Looker*)
 - Direct vendor management for global communication tools in the company: telecom, emails, SMS, chats, knowledge base, surveys, Translation Management Systems...

May 2018

Head of Customer Service

October 2019

Design & implement a whole department within a globalised scale-up



- * Define what *Customer Service* must mean for Meero
 - Establish a solid 18 months roadmap to accompany the hyper growth of our business
 - Angle on internationalisation and fast scaling operational models
 - Explore & implement the tools to deliver the vision
- * Operational implementations
 - Structuring 3 core activities and corresponding teams (70+ FTE) across 4 offices (Paris, NYC, Tokyo, Bangalore) :
 - Designing tools and processes to deliver these activities
 - Define logical KPIs and structure our operational data
 - +400% activity growth within 18 months

November 2014

Regional Manager Sub-Saharan Africa

Teleperformance (TLScontact)

April 2017

Regional Structuration & General Management (17 countries)

Subsah. Africa based in Lagos, NIGERIA



- * Human Resources management
 - 250 staffs. Manage hires & dismissals, design performance assessment & bonus systems
 - Local labour laws & Group compliance. Successfully handling strikes & court cases
- * Operations improvements
 - +6 new offices opened in the region. +2 new major clients in 2016 (Belgium & France)
 - + 19% Net Sales increase over period. +1.2 M€ annual sales on new *Premium Service Centres* alone
 - Local regional and central clients relations: ministries & government administrations
- * Security & IT responsibility
 - ISO 27001 compliance by restructuring Security Regional Team & safeguarding IT infrastructures
 - Proprietary software development follow-up : direct liaison to CTO teams for operational readiness
 - Change Management : rolled out industry's leading scanning technology
- * Finance & Legal accountability : bank signatory & direct management of regional cashflow
 - 7M€ annual OPEX, Budget and P&L management. Costs cutting by -11% in 2016
 - Lawyers & Accountants management, Taxes & Audits cleansing. Internal, Local & FIRS compliance

September 2013

Senior Project Manager Africa

Teleperformance (TlScontact)

Business Setup & Operational readiness

South Africa - Nigeria - Morocco



- * Creating TlScontact entities & setting up Contact & Service Centres in 15 new locations across Africa
- * Responsible & Accountable for end-to-end onsite Project Management (Legal & Financial setup, Commercial, Real-Estate, Fit-Out, IT & Security compliance, Budget & Finance, HR recruitment & training)
 - 20,1 M€ budget managed in total
 - 10.300 sqm of offices fitted
 - 410 staff hired & trained
- * Business Development, Bid redaction

February 2011

Sales Lead / Project Manager

Manbow Group

February 2013

Shoes & Accessories Retail industry

Paris - FRANCE

June 2010

Researcher & Project Manager

Elzéar Executive Search

November 2010

Headhunting for positions in Middle East Africa

Paris - FRANCE

Entrepreneurial Experience

May 2017

Consultant

freelance

April 2018

Helping businesses invest & deploy operations across Africa

AFRICA

Nov. 2010

Founder

Bits of Apples

August 2013

Apple products and softwares Implementation & Support

Paris - FRANCE

March 2007

Business & Marketing Manager

Galerie Xavier Nicolas

April 2008

Art Gallery - Design & Contemporary Arts
launching, with the owner, a new art gallery

Paris - FRANCE

Studies

2008 - 2010

Master 2 **Geopolitics & Business Intelligence**

FASSE, Institut Catholique de Paris

M2: "Money Laundering - Finance & Terrorism in Middle-East & Africa"

Paris - FRANCE

M1: "The coverage of the Iranian presidential elections by the Western online press" thesis done in Iran & Turkey

Tehran - IRAN

2007 - 2008

Bachelor Degree in **History**

University of Paris X - Nanterre - FRANCE

2003 - 2005

Hypokhâgne & Khâgnes (Lettres Sup)

Lycée Victor Duruy - Paris - FRANCE

2000 - 2003

Graduated in Literature *magna cum laude*

Lycée Stanislas - Paris - FRANCE

Activities



Writing



Motorcycling



Tech



Photography



Travel

Personal Details



Profile



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01/01/1986



Agadir - MOROCCO