



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