

# HEMANN LATCHMAN

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## PERSONAL DETAILS

**Last name:** LATCHMAN

**First Name:** Hemann

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**Driving License:** Yes

**Date of Birth:** 30 June 1995

**Contact Info:** +230 57063749



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## PROFILE SUMMARY

I bring years of experience in customer service, combined with a strong sense of confidence and motivation. As a dynamic leader, I have a proven track record of driving sales and achieving performance goals. I approach every task with dedication and enthusiasm, aiming to contribute to the growth of the company through strategic thinking and creative solutions.

I am dedicated, hardworking and my aptitude to learn and adapt shows when placed in any situation. I always keep employees and departments on-target with proactive management of day-to-day demands and unique customer and employee situations.

Creative, goal-driven, and business-focused, I am constantly seeking new opportunities for growth and learning. I believe that acquiring and applying new knowledge is key to success. Under pressure, I remain calm and clear-headed, always striving to deliver the best results for my clients, team, and organization.

With excellent interpersonal skills and the ability to multitask effectively, I am eager to bring my leadership abilities to the forefront and continue to excel.

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## CAREER SUMMARY

| COMPANY NAME | ROLE                      | EMPLOYMENT DATES      |
|--------------|---------------------------|-----------------------|
| Ecomos Ltd   | Assistant General Manager | August 2024 - Present |
| Ecomos Ltd   | CS Manager                | June 2024 - Present   |

|                         |                                     |                      |
|-------------------------|-------------------------------------|----------------------|
| Ecomos Ltd              | Customer Service Supervisor         | Jan 2023 – May 2024  |
| Ecomos Ltd              | Second In Charge – Supervisor       | Jun 2022 – Dec 2022  |
| Ecomos Ltd              | Customer Service Agent              | Feb 2022 – Jun 2022  |
| Woolworths Mauritius    | Departmental Manager/Online Manager | Dec 2018 – Jan 2023  |
| Woolworths Mauritius    | Pay Point Controller                | Jun 2018 – Dec 2018  |
| Woolworths Mauritius    | Sales Assistant                     | Jan 2017 – Jun 2018  |
| Fashion House Mauritius | Sales Assistant                     | Sept 2016 – Dec 2016 |

## EXPERIENCE

### **Ecomos Ltd**

*Assistant General Manager*

August 2024 – Present

## KEY RESPONSIBILITIES

I am responsible for overseeing all aspects of all the operations, ensuring a seamless and engaging experience for clients while driving revenue growth and maintaining regulatory compliance.

- Oversee daily operations of the online casino, including gaming, marketing, customer service, VIP, Affiliates, Bonus Creation, Testing and technical support.
- Ensure smooth and efficient functioning of all casino activities and systems.
- Develop and implement strategic plans to optimize profitability and market share.
- Identify and capitalize on new business opportunities and trends in the online gaming industry.
- Oversee daily operations of the online casinos, including gaming, customer service, IT, marketing, and finance.
- Ensure all operations are efficient, effective, and aligned with the company's strategic goals.
- Train, and manage a diverse team of professionals, including marketing, customer service, and technical staff.
- Foster a culture of high performance, continuous improvement, and collaboration.
- Manage budgets, financial planning, and forecasting.
- Monitor financial performance and implement strategies to achieve revenue and profitability targets.
- Ensure compliance with all relevant gaming laws and regulations.
- Enhance player satisfaction by ensuring high-quality customer service and support.
- Address and resolve player complaints and issues promptly.
- Oversee the development and execution of marketing campaigns and promotions.
- Collaborate with the marketing team to create engaging content and promotional materials.
- Monitor and analyze key performance indicators (KPIs) to assess the effectiveness of strategies and initiatives.
- Maintain professional relationships with suppliers.
- Negotiate contracts and manage partnerships to support the casino's operations.
- Stay updated with the latest industry trends and technologies.
- Implement new technologies and innovations to improve the player experience and operational efficiency.

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**Ecomos Ltd***CS Manager*

June 2024 – Present

**KEY RESPONSIBILITIES**

- Monitor, coordinate, and communicate the strategic objectives of the business.
- As the Customer Service Manager / Client Liaison Manager I am responsible and accountable for all operational aspects of the business linked to service, and profit.
- Ensure customer interactions and exceed our customer needs.
- Measures and ensure all service levels are met.
- Measures and ensure all customer interactions are answered in line with business goals.
- Measures and ensure all customer interactions are dealt with in line with business goals.
- Ensure effective implementation and proper adherence to Policies and Procedures.
- Have direct oversight or directly handle all IR related Issues with HR.
- Oversee the effective rostering of all resources to meet and exceed business goals and customer demands.
- Evaluate customer support results and prepare action plan for improvements (based on team leaders' performance).
- Talent management and skills development.
- Directly handle or assist with upskilling of supervisors to enable them to deal with the grievance process
- Manage QA & CS department and people resources as required to support customer and business demands.
- Manage CS, Flow, Mailing and Crypto department and people resources as required to support customer and business demands.
- Put in place new ideas and best business practice and drive these initiatives forward.
  - Effective rostering of all resources to meet and exceed business goals and customer demands.
- Evaluate customer support results and prepare action plan for improvements (based on team leaders' performance).
- Work closely with marketing to optimize player acquisition and retention.
- Work closely with finance to ensure smooth transacting for our players.

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**Ecomos Ltd***Customer Service Supervisor*

Jan 2023 – May 2024

**KEY RESPONSIBILITIES**

- Deals with customer complaints, requests & queries quickly and efficiently.
- Enthusiastic, energetic and displayed positive behaviour to motivate and reinforces teamwork.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Motivated employees to take ownership of individual professional development and handled interviews of new recruits.
- Provided strong leadership skills by coaching, delegating responsibilities accordingly for productivity, used strategies to boost budgets, being the source of motivation to strive for better results by setting up great atmosphere/ideas, be flexible to any changes, be disciplined and make valuable contributions to outputs of the team to assist in achieving the required goals or targets.
- Forecasted the outcomes and impacts of each situation or clients and determine which option is the best while staying within the terms & conditions.
- Identified and coordinated all activities in all areas and follow up with all staff on progress on tasks

allocated to them, thus meeting deadlines.

- Attended management meetings per week to share ideas to minimize errors, to improve tasks & to make the difference by building a better future.
- Setting up monthly & quarterly reviews for staffs & second in charge Supervisors, to assist & provide feedback on how to enhance their tasks accordingly.
- Used solid strategies/emergency plans and provide fast decision-making when the figures are low hourly/daily and take immediate action to bring back the pace.
- Provided shift reporting everyday by end of the shift to higher management for a better handing-over and strengthening on points that requires better action plans.
- Conveyed information clearly and effectively both written & verbal to higher management, staffs & clients (via email, phone, and chat in a professional manner).
- Adhered strictly to policies and procedures for continued company compliance & make sure that all staffs are adhering to same.

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## **Ecomos Ltd**

*Second In Charge - Supervisor*

Jun 2022 – Dec 2022

### **KEY RESPONSIBILITIES**

- Conveyed information clearly and effectively both written and verbal to management, staffs & clients (via email, phone, and chat in a professional manner).
- Provided feedback to line manager, colleagues and the staff accordingly on performances and further new initiatives to improve tasks.
- Provided support to the Shift Supervisor and/or complete all Supervisor duties in the absence of the Supervisor.
- Handle of customer interactions when the need arises and/or when instructed by the Shift Supervisor.
- Enthusiastic, energetic and displayed positive behavior to motivate and reinforces teamwork.
- Understood the relevant aspects of the Client products/programs supported.
- Meeting and exceed all operational requirements as set out by management.
- Often offers workable solutions to problems.
- Uses good judgment in solving problems and working with others.
- Draws on the knowledge and skills of others.
- Sets an example for subordinates in following departmental policy and procedures.

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## **Ecomos Ltd**

*Customer Service Agent*

Feb 2022 – Jun 2022

### **KEY RESPONSIBILITIES**

- Provide strong communication skills with attention to details to clients to process requests and queries quickly & efficiently.
  - Provide creative & fast problem-solving skills whilst staying within the terms and conditions of the company, thus meeting the needs and expectations of customers.
  - Thrived on Chats, in and outbound calls, showed initiative and strong negotiation skills with customers.
  - Apply techniques to convert new registrations and then maintain client retention.
  - Personally, develop relationships with clients to forge trust, loyalty, and superior service to enhance the clients gaming experience.
  - Maintained excellent client satisfaction by providing in-depth communication with clients via email, phone, and chat in a professional manner.
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## **Woolworths Mauritius**

*Departmental Manager/Online Manager*

Dec 2018 – Jan 2022

### **KEY RESPONSIBILITIES**

#### **ONLINE DEPARTMENTAL MANAGER**

- Sanitize & adhere to all COVID access controls.
- Maintaining landing page banner images (for promotions, sales etc)
- Extracting the customer master data for marketing purposes & sending this onto the correct people for further processing
- Manage the high level delivery processes from start to finish.
- Communicate to all stakeholders if the system is down.
- Report system related issues & follow up until resolution.
- Have a game plan meeting with everybody involved at start of each day to set priorities
- Follow up on all orders accordingly and determine if stock items requested for all 'open' orders were received from other stores.
- Follow up on all outstanding items in-transit from other stores.
- Follow up on orders which are not yet dispatched from the previous day & if enough for one route, get hold of driver & dispatch depending on location to save fuel.
- Extract daily orders and hand over to packers instantly to avoid selling of the items. Special orders to be communicated to packers for special packing.
- Verify & sign off that all customer requests i.e gifting & thank you messaging are appropriately actioned for all orders. Use strategies and innovation in terms of packing to enhance special orders.
- Manage all delivery deadlines
- Process refunds if requested by a customer when canceling an order due to customer request and reconcile all refunds along with a solid reason to minimize it in the future orders.
- Ensure that delivery transport is well maintained and up to date (Vehicle fitness) and to make sure that driver delivers magical customer service within a timeframe.
- Manage all customer complaints received throughout the day, follow up and give feedback to higher management.
- Build a solid and well-detailed dashboard at the end of each week to study customer analytics.
- Manage & resolve all social media logged customer incidents
- Makes valuable contributions to outputs of the team in order to assist in achieving the required goals or targets.
- Assist with the training of packers and drivers and ensure the appropriate competence and conduct follow ups on performance and identify development needs.

#### **DEMONSTRATE LEADERSHIP**

- Facilitates game plan meetings for future incoming events.
- Makes valuable contributions to outputs of the team to assist in achieving the required goals or targets.
- Forecasts the outcomes and impacts of each option and determine which option is the best for a particular situation.
- Conducts morning briefing daily to motivate staff and share ideas for the day. Pull out reports or budget and brainstorm with staff.
- Able to do interviews for new recruits.
- Organize "Let's Talk" meetings per week to share ideas to minimize errors, to improve tasks and to make the difference by building a better future.

#### **PLANS, COORDINATES AND FOLLOW UP ON ACTIVITIES**

- Assist with the training of till operators and ensure the appropriate competence and conduct follow ups on performance and identify development needs.
- Identify and coordinate all activities in the till operator's area and follow up with all staff on progress on tasks allocated to them.
- Assists with training of Sales Assistants and Till Operators to ensure transfer of learning.
- Conducts follow ups on performance and identifies development needs.

- Identifies and coordinates all activities on the sales floor and till podium and ensures follow up with staff on progress of tasks allocated to them.

#### **MANAGES STOCK EFFECTIVELY (AVAILABILITY)**

- Monitors and communicates suggestions around new line sales and gives feedback to higher management.
- Investigates out of stocks and feedback to relevant stakeholders. • Minimized shrinkage.

#### **DEMONSTRATE CUSTOMER SERVICE**

- Deal with customer complaints, requests & queries quickly and efficiently. • Manages till queues effectively in accordance with company guidelines.

#### **APPLYING SELLING SKILLS (CROSS SELLING & SERVICE)**

- Meets customers' needs and expectations by listening to and advising customers.

#### **EFFECTIVELY PROCESSES TILL TRANSACTIONS**

- Performs till point authorisations speedily and efficiently when required,

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### **Woolworths Mauritius**

*Pay Point Controller*

Jun 2018 – Dec 2018

#### **KEY RESPONSIBILITIES**

- Managed authorisations when required on POS systems, completing while following company guidelines.
- Assisted in training of cashiers in emergency procedures, company best practices and cashier legal aspects.
- Managed complex customer complaints when required, including product issues and service complaints, resolving effectively to maintain customer satisfaction.
- Efficiently and effectively solved complex customer complaints, such as product faults, service issues, providing smart solutions to maintain customer satisfaction.
- Assisted checkout managers in creating weekly work scheduling based on busy work periods, holidays, budgets and contracted hours.
- Maintained extensive understanding of product specifications, availability and pricing to answer cashier and customer queries.
- Assigned tasks to cashiers based on priorities, manager requests and urgencies.
- Designed a break schedule for around 20 staff, scheduling based on quieter periods and shift length.
- Processed customer returns and exchanges when required, asking feedback on return reasons to provide helpful reviews to managers.

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### **Woolworths Mauritius**

*Sales Assistant*

Jan 2017 – Jun 2018

#### **KEY RESPONSIBILITIES**

- Maintained excellent visual merchandising standards by routinely cleaning and organising window and Point of Sale (POS) displays.
- Communicated effectively with customers, determining needs, providing recommendations and upselling services.
- Deal with customer complaints, requests & queries quickly and efficiently.
- Manages till queues effectively in accordance with company guidelines.
- Meets customers' needs and expectations by listening to and advising customers.

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### **Fashion House Mauritius**

## **KEY RESPONSIBILITIES**

- Assisted team members and customers regarding stock and inventory queries.
  - Utilized practical communications skills to maintain and build positive client relationships.
  - Deal with customer complaints, requests & queries quickly and efficiently.
  - Manages till queues effectively in accordance with company guidelines.
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## **EDUCATION**

*Diploma Course in Human Resources Management, 2021*

UDEMY

*Essential Management Skills, 2021*

International Business Management Institute (IBMI)

*Advanced Microsoft Excel, 2019*

FRCI Mauritius

*Bachelor's Degree in IATA Air Cargo Introductory, 2017*

G2ACAMAS

*High School Certificate, 2014*

Goodlands SSS

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## **PROFESSIONAL TRAININGS**

*Online Departmental Manager roles, definitions & guidelines and the role of pickers(Packers) and drivers, 2021*

Training from Woolworths South Africa on MST

*Online Back-Office training (Reporting & Dashboards) & understanding of E-Shops platform (handling of online website), 2021*

Training from Woolworths South Africa on MST

*COVID-19 Control & Prevention training, 2021*

Woolworths Bagatelle & Woolworths La Croisette

*FBH Merchandising strategy, guide and approach (Colour blocking management, Floor layout disciplines, Quality, On floor availability, Merchant behavior stock management & selling plan), 2019, 2020, 2021*

Woolworths Bagatelle & Woolworths La Croisette

*Preparing and organising of stocktake (Using strategy and leading the team to ease the process), 2019, 2020, 2021*

Woolworths La Croisette

*Training on Woolworths values, customer promises, Woolworths policies & guidelines and goals of the week/month/year, 2019, 2020, 2021* Woolworths La Croisette

*Health & Safety at workplace, 2019, 2020*

Woolworths La Croisette

*Fire evacuation, First aider, Bomb threat, Cyclone, Rain & Floor procedures training, 2018, 2019, 2020*

Woolworths La Croisette

*Retail Operations Strategic Framework (Performance, People & Customer Experience) - Cost Control, Optimising gross profit, Cost control, Grow sales, High performance value based culture, Trading density, Standard compliance and Operating plan), 2018, 2019, 2020, 2021 Woolworths La Croisette & Woolworths Bagatelle*

*Staying Strong Training (Optimism, Resilience, Ownership, Support & Well-being), 2021*

Training from Breven Rhoda (Woolworths HR Manager) Woolworths South Africa via MST

*The importance of Good Business Journey of Woolworths (Includes recycling and reusing purposes, Usage BCI cotton, saving water to manufacture, hence focusing on green environment), 2019*

Woolworths La Croisette

*Customer service tips (Listen, Customer always right, Smile, Honesty, Know your product, Feedback, Follow up, Power of name, Give more and be in touch, 2018, 2019, 2020 Woolworths La Croisette*

*How to manage stock effectively, demonstrate customer service and apply selling skills, 2018, 2019, 2020, 2021*

Woolworths La Croisette

*Weekly, Monthly & Yearly reportings on people, customer experience and performance. (Include analysing of sales against expenses, competitors focus, innovation bay in store, employee recognition, footfall overall and SWOT analysis), 2018, 2019 Woolworths La Croisette & Woolworths Bagatelle*

*Training on effective planning, decision making, coordinating and following up on activities in hectic situations.(Customers are king), 2018, 2019, 2020, 2021 Woolworths La Croisette*

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## **ADDITIONAL INFORMATION**

### **SKILLS**

- Team leadership
- Customer relationship building
- Stress Tolerance
- Multitasking
- Decision-Making
- Easily Adaptable
- Technology Orientated
- Team problem solving
- Analytical skills
- Outstanding customer service
- Training and mentoring
- Staff development
- Interviewer



- POS (Point of Sales)
  - Microsoft Office
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## **ACCOMPLISHMENTS**

- Employee of the Months and Quarterly awards
  - Withing my experience in the Customer Service field as both agents and management, I have been able to set up new ideas to achieve targets of the business and providing a strong leadership skills and implementing solid strategies to boost up the figures.
  - Within my work experience as Departmental Manager, I successfully helped the team achieve and exceed the yearly targets.
  - Helping in the successful Launch of Woolworths Online in Sept 2021
  - Successfully lead a team of 16 employees at Woolworths Grand Baie La Croisette and 47 employees at Woolworths Bagatelle.
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## **LICENSE**

- Certified Firefighter
- Certified First Aider

## **VOLUNTEER EXPERIENCE**

- Yearly Donations and help at Retirement Homes or Orphanages
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**Language:** Fluent in English and French