

Evelyne LACHAT

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France

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mypulsations.com

Single, 39 years old

EDUCATION

2013

**Co-Active coaching
certification program,
Falstaff Pod, in process**
Coaches Training Institute

2010

**Co-active Leadership,
Adders Tribe**
Coaches Training Institute

Qualified ORSC Practitioner,
Forsc-CRR Global, Paris

2009

Qualified Co-Active Coach,
Paris Playground-CTI
France

**Qualified Hatha Yoga
teacher,**
Vellai Thamarai,
Pondichery, India

2008

**Qualified traditional Thai
massage practitioner,**
WatPo Paris

**Qualified Ayurvedic massage
practitioner,**
Soleil d'Or Paris

1995

T.E.F.L.A (Teaching
English as a Foreign
Language to Adults),
School of Languages,
Portsmouth, UK

1993

**2 years degree in
Advertising,** Université
de Nancy II, France

1991

**Equivalent of A levels –
philosophy, literature
and languages,** Lycée
Majorelle, Toul, France

Highly skilled professional with excellent relationship skills, creating and delivering Body & Mind experiential coachings, trainings and workshops offering a holistic approach to work/life balance & fulfillment, stress management, enhanced capacities to navigate through change and complexity with a special emphasis on Leadership and Authenticity. My motto is : « Be the change that you want to see in the world » - Gandhi.

PROFESSIONAL EXPERIENCE

Jun 12 to Jun 13 AUGERE FRANCE

- Contributing to the development of Co-Active coaching in France through my active role in Enrollment and Marketing the Co-Active coaching training, working as a part time contractor with Augere

Since Apr 08 PULSATIONS

Wellbeing, Coaching & Training

Operating via Port Parallèle Cooperative (collective of entrepreneurs)

- Sub-contractor for Shouten International (S&N) : facilitation of workshops for corporate clients based in France (I.e. : De Lage Landen global contract where I was the facilitator for France)
- Tailor-made development of workshops supporting client's short and long term needs and goals
- Coaching individuals
- Co-design and co-lead of The Boudoir Practise®, Dubai, July 10 and Paris, March 2011
- Integral Yoga classes & workshops : training the attendees to the practise of body and mind techniques, mindfulness, self care, self love and self awareness
- Wellbeing Services in exclusive places : Ritz Health Club, Mandarin Oriental, Aquamoon, After The Rain Spa, Cours George

May 98 to Mar 08 TIMBERLAND

June 01-Mar 08 Customer Service Manager, Neuilly, France

Team Management - 6 team members

- Ensured recruitment, training on hard and soft skills, team building & developing, individual and team goal-setting, performance evaluation
- Set up, implemented, followed through, and updated internal processes
- Organised and lead quality audits aiming at service improvement (role plays, enhancing and acknowledging team resources through interventions in team meeting)
- Ensured continuous training on process updates

Interface with Sales Director, Key Accounts Manager and Sales Team

- Set up, followed through, and analyzed commercial actions

Revenue tracking and follow up

- Produced and presented monthly and quarterly sales forecasts on weekly basis
- Optimised order pool with stock allocation rules
- Pro-actively collaborated with European Headquarters, Finance, Sales, Distribution and Team to optimise month and quarter end invoicing to ensure the reach of financial targets

Interface with European Headquarters

- Reported on sales forecast on a weekly basis
- Maintained a healthy order pool to ensure financial data accuracy

Evelyne LACHAT

IT

MS Office
AS 400
Query
Cognos
SAP
Amadeus

INTERESTS

Music, concerts, travel,
dance in general, Samba,
Afro-Brazilian dances, Salsa,
Tango, singing, decoration,
photography, Yoga, Feng
Shui

HIGHLIGHTS

Happy Owner of Ananda, a
beautiful 3 years old cat

Lived in the UK for 3,5 years
and loved it !

Big Fan of Prince

Big Fan of the Notting Hill
Carnival taking place in
London every summer

Does not hold a driver's
licence

Volunteered as a Global
Steward to lead the
Corporate Social
Responsibility program in
France during 2 years

Interface with distribution center and transport

- Identified and communicated logistical issues impacting customer satisfaction

E&O accounts management

- Manage account from order entry to invoice, returns and credits

Jan 01-May 01 Customer Operations Supervisor, Timberland Europe, Staines, UK

Team management – 2 team members

- Ensured recruitment, training on hard and soft skills, team building & developing, individual and team goal-setting, performance evaluation
- Set up, implemented, followed through, and updated internal processes

Europe, Middle East and Africa Distributors accounts management

- Managed accounts and deliveries from order entry to invoicing, returns and credits

Interface with the distribution center and transport

- Pro-actively communicated to ensure delivery deadlines and the reach of monthly revenue targets

Interface with the buyers for direct shipments from factories

Maintenance of European Order Pool

Feb 00-Dec 00 Customer Operations Rep, Timberland Europe, Staines, UK

Europe, Middle East and Africa Distributors accounts management

- Managed accounts and deliveries from order entry to invoicing, returns and credits

May 98-Jan 00 Customer service rep, Neuilly, France

- Managed 300 clients accounts from order entry to invoicing and delivery claims

Dec 95-Apr 98 ATOS TELESERVICES/FREQUENCE PLUS AIR FRANCE, Paris 12

Nov 97-Apr 98 Team Supervisor

- Supervised and follow a team of 8
- Trained the team to new products and promotions
- Performed quality audits through recorded phone calls with clients
- Provided feedback and developed team members aiming to improve service
- Managed customer claims

Dec 95-Oct 97 Customer relation rep

- Answered calls from Air France frequent flyer program members
- Provided information, enrolled new members, booked tickets, received claims

Sept 93-Jun 95 SCHOOL OF LANGUAGES, UNIVERSITY OF PORTSMOUTH, Portsmouth, UK French assistant

- Trained international students to speak French and prepare them for their year abroad
- Facilitated French conversation and grammar classes