

Ahmed Bendnane

4 Allée Roger Masson, 95870 Bezons, France
(+33) 6 19 99 06 00
ahmed.bendnane@audencia.com



PROFESSIONAL EXPERIENCE

PPG Industries, Paris region, France

Since December 2020

Customer Service Manager (FR and Overseas market (Since January 2023)): Responsible for the day-to-day activities of the customer service to optimize our customer service in France and Overseas markets :

- Coordinating work activities to achieve the volume/sales and an excellent customer service level
- Monitoring the performance of the customer service team : planning, directing, supervising and evaluating the work flow
- Providing our customers with the needed support to answer their urgent queries and solve the most complicated problems
- Ensuring the day-to-day application of organizational policies and procedures
- Recognizing and recommending operational improvements and managing projects to improve the performance and reduce the costs

Customer Service Assistant Lead (FR and Overseas market) (From Dec 2020 to Dec 2022): Assisting the sales and customer service manager with the management of daily activities over of customer service team :

- Handling customer service orders, inquiries and problems, mainly escalated and unresolved ones
- Coaching and providing direction and guidance to less experienced team members and new recruits
- Recognizing and recommending areas that need improvement and managing different projects in order to improve the customer service level (Digitalizing customers, orders profile, new way of shipments management, Logistics costs reduction, ...)
- Participating and providing inputs into hiring decisions and team members evaluation
- Participating and representing the French entity in different big scale projects (Europe level)

Vente-unique.com (CAFOM Group) France, Paris region, France

January to December 2020

Logistics Project Manager: Managing different type of projects related to the logistics activity in order to improve the cost-effectiveness and offer a quality service to our end-customers

- Conducting Tenders in order to improve our Last mile offer in different countries across Europe
- Developing dashboard on **Power BI** to track Transport activity and weekly report the main KPIs
- Managing the launching of new carriers in different countries: interfacing and monitoring
- Improving the reliability of the logistics data and synchronizing our softwares (ERP, WMS and TMS)
- Developing a new tool on our TMS in order to control Transport invoices

Procter & Gamble France, Paris region, France

March to December 2019

Customer Service Operations Coordinator: Optimizing orders and claims management and reducing the response time towards P&G customers in France and Benelux:

- Handling orders and creating, investigating and settling claims between P&G and its customers
- Analyzing needs and developing new tools for orders and claims management to reduce response time
- Collaborating with internal and external stakeholders to develop action plans to reduce claims numbers
- Developing dashboards using **Power BI** to better analyze and track performance and efficiently communicate results
- Continuously improving and standardizing orders and claims management processes

EDUCATION

Audencia Business School, Nantes, France

2018-2019

Advanced Master in International Management

Mohammadia School of Engineering, Rabat, Morocco

2013-2016

Engineer's Degree in Industrial Engineering

Selmane El Farissi Preparatory Classes, Rabat, Morocco

2011-2013

Preparatory Classes for Engineering Schools - Mathematics

Abi Dar El Ghifari High School, Rabat, Morocco

2008-2011

High School Diploma with High honors - Mathematics

SKILLS AND LANGUAGES

Skills Set: Strong customer relationship management, (Green) Supply Chain Management, Strategic Management, Project Management, Operations Management, Intercultural Management, Change Management, Standardization, Leadership, Team Spirit, Agility and organizational skills, Interpersonal skills

Computer science: SAP, Oracle, Microsoft Office (Mastering Excel), Power BI, MS Project, Knime, QuickBase

Languages: Fluent in **English, French** and **Arabic, Spanish** (Intermediate)