



Customer Service Director

Specialist in export, international sales & supply chain.

Trilingual : French, English, Spanish

Dalila Halli

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Objective = Initiating solutions that increase profits, drive success and earn customer's respect.

With almost 20 years' experience, make the difference being a significant contribution towards increasing the profitability of a corporation by using my abilities in sales operations, export, customer service, supply chain, change & lean leading to an ever-increasing role. And foster an environment in which sales & customers enjoy high levels of service.

Core Competencies

- Key Account Management
- Leadership, Training & Team Development
- Process Development & Implementation
- Solutions Building & Creative Problem Solving
- Project Management
- Good expertise of the supply chain, export formalities, incoterms
- Ability to work under pressure, especially during closure quarter
- IT Skills: Pack Office/Ppt/Salesforce/SAP/BO/Lean tool/NPS Method

Professional Experience

Global Customer Service Director – March 2023 to present-Linxens



Supplier of the world's technology pioneers shaping 9 markets segments of telecom, transport, hospitality, leisure & entertainment, financial services, eGovernment, access control, healthcare & IoT.
CA 2024: 550M / 2 700 Headcounts/ 3 Mains Products offering: Tape-Inlays-Module Packaging

- Manage and oversee 6 Global customer services teams (25 Headcounts)
- Play key role as leader within the Strategic CS re-organization to shape & develop the CS transformation
- Act as a key lead in identifying efficiency and productivity savings through ERP's, technology and transformational solutions.
- Develop the CS Management Staff to focus on continuous improvement delivering World-class Performance
- Lead on the mitigation of all risks associated with transformational initiatives/projects. Document the CS Processes.
- Lead the CS teams to ensure One global vision achieving the objective of world class CS creating winning team spirit
- Manage the people side of change, and the ability to inspire and motivate on transformation initiatives.
- Evaluates root cause analysis to eliminate process gaps and identify opportunities to enhance operational efficiency
- Develop and track CS KPI's to drive corrective & improvement actions for more global, common and efficient processes
- Working to keep workload balanced in a consistently highly complex and changing environment.
- Lead people and teams on a virtual level and to be focused on developing great talent
- Bring cross functional teams together to build new capabilities for our customers.
- Collaborate with Key customers to hold QBR meetings to discuss performance & Customer metrics as it relates to SLR

Customer Success Manager EMEA – Feb 2022 to March 2023 -Carrier Global Corporation



Carrier is the leading global provider of HVAC systems (heating, ventilation, and air conditioning), commercial refrigeration and food service equipment, and fire and security technologies.
CA 2024: 22.5Mds / 35 Brands / in 160 countries

Missions = Drive post-sale customer adoption and value realization; develop and maintain stakeholder relationships; and identify expansion opportunities. Drive EMEA projects deployments.

- Support project stakeholder identification and persuasion after Account Manager develops a Carrier opportunity
- Resolve or escalate post-sale implementation issues
- Lead post-sales customer adoption and value realization
- Educate (non-technical) customers on functionality of Carrier products implemented
- Review KPIs with customers
- Expand relationships and identify opportunities within defined accounts
- Work with customers to understand and co-develop CapEx investment roadmap relevant to Carrier solutions
- Collaborate with EAM on developing and executing quarterly business reviews
- Track and understand customer's product replacement schedule to ensure Carrier replacement when applicable
- Drive NPS Survey within EMEA & implement corrective actions with customers and Carrier Business units

Travel Retail Export Customer Service Manager – July 2018 to Feb 2022 – SHISEIDO Group



Shiseido Travel Retail is a luxury cosmetic industry: CA 2024: 6 Mds €/ EMEA Headcounts: 3 200 employees Distributing a range of top brands in the duty-free channel. The portfolio includes Skincare, Makeup & Fragrance.

Missions = To assess, to analyse, to implement corrective actions within an organization facing multiples issues.
After 1 year, stabilization of the org, deployment of the processes (SOP's) & + 10pts Customers OTIF

- Managed Customer Service Teams (13) dedicated to Duty Free customers (EMEA-US-Asia)
- Drive assessment of the procedures, tools, team's knowledge and mapping of the order's flow to identify pain points.
- Created around 200 SOP (processes).
- Implemented initiatives to improve organization efficiency, processes & performance of the team
- Organised performance review with Duty Free Key Distributors to increase service level from 50% to 90% (SLA/OTTR/Fill Rate)

Customer Service Manager EMEA – July 2015 to June 2018 – HONEYWELL SAFETY PRODUCTS



World's leader of Personal Protective Equipment Turnover: +900 M\$; headcount: +5000 employees. HSP design, manufacture and market personal and collective protective equipment (Hand and Body, Respiratory, Hearing, Eye Face Head, Safety at Height, Footwear) for key account distributors within EMEA.

Missions =

- Controlled and supported 13 Customer Services in Europe (Track/analyze the metrics & implement RCA)
- Ensured process's alignment with business strategy & projects
- Act as top level ambassador for the "Customers" workstream hot issues and escalations
- Enable continuous improvement based on key metrics and performance indicators
- Actively lead/participate in cross-functional business projects related to the Customers for EMEA region

Customer Success Manager EMEA – Dec 2011 to June 2015 – HONEYWELL SAFETY PRODUCT

Missions = Managing a portfolio of high revenue customers to ensure success of the customer satisfaction and to reach OTTR/LFR targets (98%). Build strong client relationship to nurture long-term growth and confidence in HSP products. Perform monthly/weekly accounts reviews (VOC) to ensure clients are meeting goals; make recommendations and implement corrective actions to improve metrics.

⇒ **Service Level (OTTR) improved from 72% to 98% & net improvement of the customer's satisfaction.**

Others experiences =

- **Export Customer Service Leader** (Worldwide)
- **Export Customer Service Representative** (Middle East)
- **Customer Service Representative** (EMEA)

Laboratories Expansciences (Courbevoie) 2008-2011
Fromageries Bel (Paris) 2006-2008
Hewlett Packard(Paris/Madrid) & **Xerox** (Ireland) 2002-2006

🎓 Education & Certifications

University Paris 8 – Master's Degree in Foreign Languages & International Sales Administration
1998 – 2002

📍 Murcia, Spain – 4-month internship as **Export Sales Assistant** at **ATASA Company** (2001)

Certifications

- **Six Sigma Green Belt** – Honeywell, 2013
- **Project Management Fundamentals** – "Clés du Management de Projet" – Devop Training, April 2017