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Paris 18 Buttes-Montmartre (75018)

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SYNTHÈSE Sales Manager focus on team development, results and continual improvement, Sénior

EXPERIENCES PROFESSIONNELLES

avr. 2018 / nov. 2018

Manager Sales Operations Expedia

Responsible for leading the Lodging Operations team supporting B2B contact center.

In this role I was responsible for implementing, managing and reporting through Metrics, Service Level Agreements (SLA's) and Key Performance Indicators.

Primary customers are Hotel Partners and the Market Management Team (internal stakeholder).

sept. 2016 / mars 2018

Regional Manager

France, Belgium and Switzerland

Wanup Promote the product in the product Loyalty program and distribution

channel in the tourism and Hotel Industry Hire, coach and mentor a team of

Sales Managers (5 people).

Manage strategic accounts (major hotel chains, independent hotels, tour

operators in the region to ensure maximum revenue generation.

janv. 2012 / déc. 2013

Regional Manager France

Belgium, Switzerland

Launch Travel24-deals operations in France, Belgium (French part), Switzerland

(French Part) Hire, coach and mentor a team of Sales Executives and Sales

Associates (9 people). Manage strategic accounts (major hotel chains, independent

hotels, tour operators, tourism boards, airlines...) in the region to ensure maximum

revenue generation. CRM activities: data and updating the portfolio (follow up and

leads management) Public relations and communication activities in the French Hotel industry: professional magazines and websites dedicated to hospitality activities,

Workshop with hoteliers, exhibitions Coordination with the call centre service:

Teleprospection campaigns - outbound calls and script configuration and customer

support: editorial and internet releases Goals 10 contracts per month per account

manager (75% achieved): results 2012-2014 600 hotels contracted achieved (2.3

stars mainly) especially in the France regions as many hotels in Paris had 80% of

load factor.

sept. 2007 / janv. 2012

Channel manager

Rate Tiger eRevMax - Paris

Research and identify business opportunities and develop a commercial strategy

within independant hotels and chain hotels

Establish contact and influence key decision makers in order to grow our distribution network

Arrange and attend meetings with key distribution prospects in order to secure deals

janv. 2004 / sept. 2007 Pricing and Revenue Management Group Analyst

Air France / KLM Group- Paris

Responsible for analysis of assigned markets: UK, Scandinavia, South Korea, Indonesia, New Zealand.

Maximise revenue by maintaining market competitive pricing and through effective revenue management decisions.

Pricing policy initiative within a Revenue Integrity global strategy

DIPLOMES ET FORMATIONS

sept. 2014 / juin 2016 CNAM ITIP Le Havre (Institut National des Transports internationaux et des Ports)

sept. 2007 / juin 2008 **Certificate Hotel Yield / Revenue Management Online Distribution**
Cornell University Ithaca, New York

sept. 2001 / juin 2004 **Master Msc Tourism Management; Management; Communication; Advertising** - BAC+4
Canterbury University Tourism; Marketing

/ **BAC + 5** - BAC+5

/ **Master I Supply Chain-Logistics inter modal transportation: Road, Train, Air Cargo, Shipping** - BAC+4

COMPETENCES

continual improvement, Metrics