**Cécile Lancia**

Rue Du Centre 3 VILLERS-LE-BOUILLET Phone : 0494 47 38 19

Email : clancia21@hotmail.com

**AREAS OF EXPERTISE**

* Versatile, goal-directed business/customer service manager with 15 years of progressive experience
* ERP packages: i.e. JDE and SAP
* Cross functional: Customer service, procurement, logistics, billing and finance
* Customer facing documents: (using multicurrency, Multilanguage and display the difference in decimal/dates) Examples: Order confirmation, Pick slips ,Literature, Invoices, Credit memos, Statements, Work orders, Receipt and Purchase orders
* Strong focus on optimizing processes with innovative solutions resulting in customer satisfaction.
* Reduction of both processing errors and processing time.
* Skilled in the implementation of complex systems, using a strategic approach.
* Total package: Analyze, project management, integration strategies, training and complete documentation

**PROFESSIONAL EXPERIENCES**  
  
**Education Commune de Fléron** 2016-2017  
- Master of English in 7 schools in the community of Fléron

**Boumatic-Gascoigne Mélotte –Remicourt** 2006 - Sept 2015

**Customer Service Supervisor**  
- Management of the internal sales department composed of 6 people dealing with  
 Orders (Europe and large export)  
- Coordination and weekly meeting with other departments (procurement, production and logistics)

Purpose: Manage priorities and ensure customer satisfaction  
- Monthly billing objective. Weekly meeting with VP - billing estimate  
- Development of KPIs and personal evaluation  
- Various translations in French, English, German Italian .......  
  
**Melinox** 2005-2006

Placement:Boumatic-Gascoigne Mélotte –Remicourt

Results: job offer

- Sale of stainless steel products for hospitals, supermarkets, butchers ...  
- Writing and layout on powerpoint of a MELINOX catalog  
- Calculation and drafting of offers + follow-up  
- Visit new customers ....    
**Purchasing Manager** 2004 -2005   
- Purchase of raw materials for our production Melotte: steel, stainless steel ...  
- Negotiation of prices and deadlines  
- Search for new suppliers  
- Inventory management

**Agent Customer Service** 2001-2004  
- Processing and follow-up of orders on Germany, Switzerland, Italy and Denmark  
- Transport follow-up  
- Management of possible disputes  
- Billing  
- Relaunching customer payments  
  
**Pelzer SA \_ Hauts Sarts** Sep 1999-Sep 2001  
**Commercial employee**

 - Study of commercial and industrial refrigeration projects

 - Realization of quotations "specialty refrigerated furniture"  
 - Foreign supplier orders ...  
            
**Prayon Rupel \_ Engis** Mar 1999- Sep 1999

**Commercial employee**   
 - Inventory and order management on the Belgian, French and German market  
 - Monthly statistics and changes in turnover  
  - Optimization of transport costs  
  
**Oxybel \_Ile Monsin** Nov 1998-Feb 1999  
Internal Sales Assistant   
**Internal manager**

- German market in the shearing sector  
    - Issuing of quotations  
     - Order tracking

​​**CFR \_Seraing** Jul 1996-Nov 1998  
Commercial employee Languages  
      - Calculation and writing of quotations in 4 languages  
      - Price Negotiation  
      - Order tracking - dispute handling  
      - Sale to large export: documentary credits, credit insurance ...  
  
**LANGUAGES**  
- German - English - Italian: International - Fluent  
- Dutch: Intermediate  
  
**TRAINING**  
1993-1996 Bachelor Education Officer: ENGLISH-GERMAN  
  - Language courses: 6 months professor in different schools  
  - Methodology courses: group animation in England: Bristol  
  - Various internships: translator at Technipierre -Liège  
 - Brief in German: Discovery of the socio-cultural aspects of the Germans through an initiatory journey

1998-2000 International Business Advisor - Château Massart- Liège

**COMPUTER**  
Word - Excel - Powerpoint - Outlook ...  
AS 400 - SAP - JDE  
  
**EXTRA-PROFESSIONAL ACTIVITIES**  
- Classic Guitar  
- Summer camp coordinator - 3 years training (theater, management and psychology of  
Groups, emotional intelligence ...)  
         
**OBJECTIVES**  
- Leverage my knowledge  
- Evolving within a dynamic group, with respect for oneself and others