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**SAFWEN SAIDI**

**Executive MBA from IAE PARIS SORBONNE**

 **| Lean 6 Sigma Yellow Belt | Sales Expert |**

SEPT 25TH 1984

HEDI NOUIRA CITY ILHEM BUILDING ¾ FLOOR 2073 BORJ LOUZIR – ARIANA - TUNISIA

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**PROFESSIONAL EXPERIENCE**

**TEAM LEAD MANAGER**

GLOBAL FREIGHT SERVICE GFS TUNISIA (SEPT 2018 – PRESENT)



* Train and guide staff to meet expected goals.
* Set monthly agency goals and measure results vs. goals.
* Build and maintain strong customer relationship by providing excellent customer service.
* Identify performance improvement areas and provide recommendations.
* Communicate agency performance levels including areas of concern to management.
* Develop action plans for improving agency performance.
* Follow all company and safety guidelines and policies.
* Develop business improvement initiatives based on current market trends and competitors.
* Manage agency operators to achieve company goals and objectives.
* Follow daily financial situation and statement of account.

**LINE MANAGER**

MEDITERRANEAN SHIPPING COMPANY MSC TUNISIA (MAY 2015 – AUG 2018)



* Monitor the market activities to identify possible scope of work and to generate sales leads in accordance with the set budget.
* Follow up with the sales team visits on a daily basis through morning meetings/Daily reports.
* Monitor and follow up the customer service performance and build good relationships with our customers.
* Study the market and manage to find new markets and customers.
* Day to day contact with Head Office in Geneva on sales aspects of specialist sales area.
* Achieve monthly & yearly target budget on revenue and volume.
* Monitoring customer performance on volume and enact HO allocation and performance requirements.
* Ensuring Head Office sales queries are answered accurately and within the required timescale.
* Ensuring that all quoted rates have a special quotation or tariff reference and that all special/standard documentation charges are referenced.
* Ensuring accuracy of all quotes and timely issue to the customer.
* Keep the Department Supervisor apprised of ongoing situations and problems so that the appropriate action may be implemented.
* Attending Global/Regional meetings:

**Far East trade to North Africa**:

Geneva: 2017

Indonesia: Bali 2016

**Europe, Turkey, Greece & Black Sea trades to North Africa:**

Morocco: Marrakech 2016

Morocco: Rabat 2015

**South America trade to North Africa:**

 Italy: Rapallo 2015

**SALES EXECUTIVE**

MEDITERRANEAN SHIPPING COMPANY MSC TUNISIA (FEB 2010 – APR 2015)



* Follow up multiple client accounts.
* Create new business opportunities and penetrate new markets.
* Maintain & preserve client relationships.
* Promote and advertise MSC brand in the local market.
* Negotiate with head office appropriates terms & conditions.
* Follow up on the outstanding payments.
* Provide information about market, its players and all involved parties then issue a weekly report and monthly statistic to the head office.
* Follow demurrage condition of all discharged shipments & insert add free days if any in the system allowing related department to invoice client accordingly.
* Follow all discharged shipments manifested with final destination then coordinate between receiver & our transporter to perform on-carriage.
* Achieve monthly & yearly target.
* Attending Global/Regional meetings:

**Far East trade to North Africa**:

China: Shanghai; Ningbo & Hong Kong 2015.

Indonesia: Bali 2013

**Europe, Turkey, Greece & Black Sea trades to North Africa:**

Morocco: Marrakech 2014

**SALES EXECUTIVE**

TUNISIENNE DE TRANSPORT ROUTIER TTR (PARTNER OF SHENKER) (FEB 2008 – JAN 2010)



* Grab new business & develop sales portfolio (Sea, Road & Air).
* Meet with clients.
* Negotiate best rate and condition with shipping lines.
* Resolve customer requests, questions and complaints frequently requiring analysis of situations to determine best use of resources.
* Liaise with different services to ensure development of logistic process as we managed some worldwide tenders (BOSCH, BLAUPUNKT…).
* Small experience inside documentation and operation departments (import / export process, withdrawing unit from the port, invoicing clients, Warehouse in/out follow up).

**CUSTOMER SUPPORT**

TELEPERFORMANCE TUNISIA (CALL CENTER) (MAR 2007 – AUG 2007)



* Small experience inside technical service of French phone operator “ 9TELECOM”
* Deal directly with customers either by phone or electronically.
* Respond promptly to customer inquiries.
* Handle and resolve customer complaints.
* Manage customers' account.
* Follow up on customer interactions.
* Record details of action taken.

**EDUCATION**

* **2022** – Executive MBAfrom IAE PARIS SORBONNE.
* **2022** – Master degreein Business Administration from PARIS DAUPHINE.
* **2020** – Bachelor’s from the UVT in Management.
* **2007** – Advanced Technician Diploma from the HIGHER INSTITUTE OF TECHNOLOGICAL STUDIES in trade & international trade.
* **2003 –** Baccalaureate degree: Economy.

**CERTIFICATION**

* **2022** –6 Sigma Yellow Belt Certification (seek to improve quality by identifying and removing the causes of defects and minimizing variability in manufacturing and business processes).
* **2018** –IATA International Air Transport Associationcertificate (Regulations Operations diploma helps to understand the intricacies of the regulations, allowing the safely and efficiently to handle air transport for all kind of cargo including special and dangerous).
* **2019** –Chinese languagecertificate 2nd level from Bourguiba Institute of Modern Languages IBLV.

**TRAINEESHIP**

* October 2006 – January 2007: End of study project at STIR (national leader of petroleum refining): International Supply Chain department.
* January – February 2006: Training at CMR Tunisia (ships repair)**:** External Trade department.
* January – February 2006: Training at EL FOULEDH (wire-drawing): External Trade department.

**LANGUAGES & SKILLS**

* Arabic & French: Native languages.
* English: IELTS scores (Reading: B2; Listening: C1; Writing: B2; Speaking: C1).
* Chinese: basic notion.
* Communication: Ability to communicate effectively with clients, colleagues and external stakeholders.
* Leadership: Having a long-term vision and leading a team of other professionals.
* Teamwork: Working effectively within a team to accomplish key objectives.
* Organizational: Managing workload, meeting deadlines and being organized at all times
* Management: Managing other people according to the key principles of leadership and management.
* Customer service: Providing outstanding customer service at all times and to all customers, including dealing with customer queries and complaints.
* Computer : Office (xl, world, PowerPoint, outlook)

**INTERESTS**

* Diving &Football player.