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**EXPERTISE**

**Customer Experience**, strong culture of service, **marketing and customer relationship management**, marketplace & digital canals in international environment

**BACKGROUND**

**Solid experience in management** (people and projects): P&L, business units | International customer centres in competitive and challenging environment

**MINDSET**

**Creative** and focus performance, **entrepreneurial**, working in a collaborative spirit, transversal and agile, strategic and tactical

***I am looking for an exciting opportunity to build a best in class strategy to deliver excellence to customers, in a growing team. With 20 years of service experience and customer care team management I am an expert in this field for a (your) company. Customer centric, fast learner, I have a LEAN six Sigma service approach to make the customer service the voice of the customer in an organization.***

- Current **CGo Customer service & strategy free-lance** Velostation - Delicorner- Studi (current)  
I support startup, SMB and association (society) to think, build and execute their customer service strategy and/or operations to reach excellence in service operations.
- 2018 - 05/2020 **GoCater / EzCater CUSTOMER SERVICE OPERATION DIRECTOR – Europe | Paris**  
*Catering marketplace B2B start-up in scale up mode - 150% order growth/year*  
Building and managing best in class customer service team (France and Germany)  
→ Design customer service strategy driving P&L to achieve excellency : set-up of customer satisfaction KPIs with TrustPilot and Google review  
→ Implementation of a new CRM task management tool : 90% customer retention, customer satisfaction 4,6\* TP score
- 2009 - 2018 **Expedia CUSTOMER SERVICE DIRECTOR – EMEA & APAC | Paris - London**  
*Tourism – Online Travel Agency – B2C & B2B2C*  
Head of EMEA Customer Operations - liaison between marketing and delivery managers  
→ Gain of new white brand clients and markets : Thomas Cook, Docomo Japan  
→ Improving sales and satisfaction via self service digital solutions : hotel & car cancellation, payment solutions
- 2008 – 2009 **QCNS Planigo CUSTOMER SERVICE DIRECTOR – international | Bucharest**  
*Online hotel bookings on EMEA market - B2C - 200 employees, 5 languages*  
Managing international teams, operation manager, training, quality and reporting team  
→ Increasing sales conversion to 40% changing call center organization  
→ Rebooking customer ratio up to 50% by implementing quality and escalation process
- 2004 - 2008 **The Phone House for Orange CALL CENTER SITE DIRECTOR | Paris**  
*Retailer – Customer services provider – B2C*  
Managing an organisation up to 500 employees thru an executive committee of 6 managers  
→ Monitoring 18m€ P&L : 25% net benefit on P&L with 30% turnover growth
- 1996 - 2004 **Bouygues Telecom CUSTOMER SERVICE MANAGER & MARKETING CRM | Paris**  
National launch of the French mobile third mobile phone operator B2C and B2B  
→ Creation and management of the customer service call center for B2B client
- 1996 - 2004 **Cetelem (BNP Paribas) AGENCY DIRECTOR | Paris**

**EDUCATION**

- 2020 **EDHEC BUSINESS SCHOOL | Online Executive Certificate Advanced Strategic Management Certification L6SS | LEAN Six Sigma - service - Black Belt**
- 2017 **EM Lyon Business school | ECOLE SUPERIEURE DE COMMERCE ESCOM | ECOLE SUPERIEURE DE COMMUNICATION / MARKETING LYON**
- 1986 - 1989 **EM Lyon Business school | ECOLE SUPERIEURE DE COMMERCE ESCOM | ECOLE SUPERIEURE DE COMMUNICATION / MARKETING LYON**