

Marie Armelle JUSTEL
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Bilingual Executive Assistant (English - French Native)

Authorized to work in the USA

Motivated and Client Centered professional with expertise in Administrative and Financial Management. Business Sales Coordination and Development. Proven track record of success in Account management and client relations. Skilled and collaborative team leader with experience in Inventory management, supplier deliveries and invoicing, I am seeking Career opportunities within an International Brand.

Education & Diplomas

- 1988 – IPLV – Angers France
- ✓ Master Degree in Foreign Languages (English – German)
 - ✓ Trilingual Translator Diploma (English / German)
- 1986 – IPLV – Angers France
- ✓ Bachelor Degree in Foreign Languages (English / German)
- 1983 – Lycée Lamennais – Ploërmel France
- ✓ French Literary Baccalaureate

Additional information

Pack office
Accounting software :
EBP / Sage
Sales software : SAP
CRM software : Salesforces

Second foreign language : German

Interests

Sports activities : running,
Trekking (Jordan, Mauritania,
Marocco, Kilimandjaro, Israël)

Travels : 20 visited countries

Regional Coordinator of the association « Le Rire Médecin »
equivalent to “Clown Care”



My skills : autonomous, very well-organized, pro-active, decision maker, bilingual

May 2014 - July 2017 *Seica France* – Trading company (Paris - France)

Office manager

- ✓ Provided support to the CEO, managed his calendars, expenses reports, travels
- ✓ Handled the administration of the office (answered phone, ordered supplies)
- ✓ Maintained the relationship with the banks
- ✓ Responsible of the customers database under Salesforces
- ✓ In charge of the bookkeeping
- ✓ Coordinated the weekly and monthly reporting
- ✓ Developed and monitored cash and budgets
- ✓ Managed the calendar for the technicians' interventions at customers' locations.

International Customer Service Manager

- ✓ Responsible for customers' quotations, orders, deliveries, invoicing, credit collection for a backlog of **4 million euros (50% for automotive customers)**.
- ✓ Collaborated with the sales staff to monitor active purchase orders and make sure that orders are completed on time
- ✓ Selected and hire transportation for the delivery of the orders
- ✓ Confirmed pickup and delivery appointments set with warehouses and customers
- ✓ Tracked delivery of each order, from origin to destination
- ✓ Dealt and resolved transportation issues such as delays on shipments, on time delivery etc..
- ✓ Interacted with customers providing them with information on open sales orders and any product related issue
- ✓ Responded to service calls or emails from customers or clients
- ✓ Resolved and handled customer grievances and complaints or special orders through email and telephone
- ✓ Investigated and corrected errors following the company's policies

Jan 2009 - Dec 2012 *Axess Vision Technology* – Start UP in medical equipment (Tours – France)

Office Manager

- ✓ Provided support to the CEO, managed his calendars, expenses reports, travels
- ✓ Set up all the administrative procedures in this startup of 3 people including bookkeeping, relations with investors (private and public).
- ✓ Maintained the relationship with doctors and hospitals to put the innovative device on the market according to the drastic medical regulations.
- ✓ Supported the manager in the HR duties, identifying potential new employees and setting up interviews.
- ✓ Developed and monitored cash and budgets

Nov 2007 – Nov 2008 *Mozaik RH* - Human Resources Practice – Start UP (Paris - France)

Office Manager

- ✓ Participated in the implementation of the administrative procedures for the team of 6 people when I joined the company in Nov 2007.
- ✓ Coordinated the travel arrangements, expenses reports,
- ✓ Created a data base for candidates in a database under ACCESS
- ✓ Helped organizing recruiting sessions of candidates for the CAC40 top French companies

April 2002 – Dec 2006 *Cleverdis* - Consulting in Business Publishing (Aix en Provence- France)

Executive Assistant

- ✓ Provided support to the CEO, managed his calendars, expenses reports, travels
- ✓ Answered phones and routing calls to correct person or taking messages
- ✓ Handled basic bookkeeping tasks
- ✓ Prepared financial statements, reports, memos, invoices letters or other documents
- ✓ Helped prepare for meetings
- ✓ Office duties including
- ✓ Helped RH Department setting up interview for candidates for the multi-language call center (up to 15 people)
- ✓ Developed and monitored cash and budgets
- ✓ In charge of organizing the presence of the company on worldwide Exhibitions

July 1989 - April 2002 *Vishay SA*– Electronics (Nice / Paris / Hong Kong / Nantes)

Southern Europe Sales Manager Assistant (Nice - France) – 1999/2002

- ✓ Managed the network of 5 subsidiaries (Italy, Portugal, Greece, Spain, South Africa and Turkey)
- ✓ Consolidated the reporting of those subsidiaries to report to the German Headquarters
- ✓ Handled the order book for the Turkish, Italian and South African customers ensuring quotations, orders accuracy, shipments and on time deliveries by checking with production teams based in the various factories
- ✓ Invoiced customers and ensured the credit collection and handled customers complaints and quality returns

Trilingual Sales Assistant (Paris - France) – 1996/1999

- ✓ **In charge of managing the orders for the French automotive customers like Siemens, Valéo, Magneti Marelli, using EDI sales process and consignment stocks.**
- ✓ Made sure deliveries were on time and in accordance with orders
- ✓ Delivered samples for new projects
- ✓ Maintained regular and good relationship with automotive buyers

Marketing Project Manager - Creating a Customer Service (Hong Kong) 1995

- ✓ Implemented the sales procedures on SAP in the south East Asian Sales offices of the company during 5 months (Hong Kong, Tokyo and Singapore)
- ✓ Trained the assistants on SAP sales software

Trilingual export sales assistant (Nantes / Paris - France) – 1989/1995

- ✓ Made sure deliveries were on time and in accordance with orders
- ✓ Responsible for maintaining regular contact with larger customers, ensuring that all sales documents and agreements are completed.

Oct 1987 – June 1988 *Saarlux GmbH* - Metallurgy - (Stuttgart - Germany)

Trilingual Sales Assistant / Internship of 9 months

- ✓ In charge of quotations and orders management
- ✓ Basic office duties
- ✓ Relationship with the French factories

Oct 1986 – June 1987 *Anoka High School* (Minneapolis - USA)

French teacher in an American high school

- ✓ Supported the teachers in the French Department, or as substitute during French classes