

Dear Recruiter,

I am currently working as a sales Manager France, where I lead sales operations, manage key client relationships, and drive revenue growth. With my strong communication and interpersonal skills, I ensure productive interactions with customers and stakeholders.

I am highly detail-oriented and committed to meeting deadlines, consistently providing positive customer experience. My unwavering dedication to customer service allows me to build lasting relationships, resolve complex issues efficiently, and secure customer loyalty.

As a strategic thinker, I excel at relationship and partnership building, listening attentively, solving problems creatively, and employing tact and diplomacy to achieve win-win outcomes.

I look forward to the opportunity to contribute my skills and experience to your team.

Sincerely, Veronique Gaspard.

# VERONIQUE GASPARD

11/11/1993

## PROFILE

Client-focused with strong communication, relationship-building, and problem-solving skills. Experienced in managing key accounts, understanding client needs, and delivering tailored solutions that drive satisfaction and long-term loyalty. Detail-oriented and organized, with a proven ability to manage multiple accounts, coordinate cross-functional teams, and ensure timely delivery of services. Adept at resolving issues efficiently, building trust with stakeholders, and identifying opportunities for growth within existing accounts. Known for a collaborative approach, strategic thinking, and a commitment to providing exceptional customer experiences.

## CONTACT

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+33754143245  
+31615879866  
Email: Unikgaspard@gmail.com

## SKILLS

- CRM Tools :Salesforce
- Microsoft Office Suite (Excel, PowerPoint, Outlook)
- ERP Systems :SAP, Exact
- Data Analysis Tools (Excel, Tableau, Power BI)
- Sales Forecasting & Reporting
- Pipeline Management
- Client Relationship Management
- Problem-Solving
- Adaptability & Resilience
- Collaboration Across Departments

## EDUCATION

**University of English Literature in Paris**  
2012-2014  
Creteil University, France

**BAC Technologies ST2S (Sciences technologies sanitary & Social)**  
2010-2012  
Lycée George Brassens, France

## WORK EXPERIENCE

**Sales Manager France -AOPEN (Acer)**  
**2024-Present**

- Managed and developed the French sales market, overseeing both direct and indirect sales channels.
- Maintained and expanded a portfolio of key accounts across multiple sectors (industry, retail, etc.).
- Coordinated closely with marketing, logistics, and customer service to ensure smooth customer experience from quotation to delivery.
- Conducted market research to identify new business opportunities .
- Handled complex negotiations and tender processes with high-value clients.
- Regularly updated sales forecasts

**Customer care specialist -Healthlink Europe**  
**2021-2024**

- Leveraged multi-tasking ability to monitor customer orders, inventory levels, and internal process of orders in salesforce.
- Drafting, checking and correcting invoices and deliveries;
- Drafting monthly reports
- Exhibited advanced problem-solving, communication, and collaboration skills while prioritizing fluctuating workloads.

**HSBC customer service executive French/English -England**  
**2019-2021**

- Maintaining solid customer relationship by handling questions and concerns with speed and professionalism.
- Responding to customers inquires.
- Translation of documents

**Hotel Insside by Melia -Receptionist -Charles de Gaulle -France**  
**2018-2019**

- Meeting and greeting clients.
- Ensuring that the guest enjoyed their stay.
- Responsible for check-in, checkout and reservations.
- Answering screening and forwarding incoming phone calls.

**Charles de Gaulle Int. Airport & Orly Airport -France**  
Passenger's service agent  
**2013-2019**

- Managing airlines services
- Lead the team to service excellence by dealing with issues from delayed, cancelled or missed flights

## LANGUAGES

|         |      |
|---------|------|
| English | 100% |
| French  | 100% |
| Dutch   | 20%  |