**Stéphane LIEURE**

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Skills: Transport and Logistics / Customer Service / Security

**PROFESSIONNAL EXPERIENCE**

From March 2022**, Reception Manager,French Gourmand, Estonia**

In charge of goods reception and quality controls.

May 2018 to Feb. 2022 **Collection Officer then M&R** **Officer** **CMA-CGM**, Estonia

As **M&R officer** my main duty was to handle the reparation of damaged containers in order to put them back in the circuit the quickest. In charge of Nordic region, I dealt with our various repair centers.

As **Collection officer** I played a leadership role in reducing collectable overdue invoices. I took initiative to solve Customer disputes.

I collaborated with the Supervisor in the oversight of all Collections tasks, completed weekly reports to help guide strategy development efforts.

Apr. 2017 to Apr. 2018 **Eolane**, Estonia

I started as **packing shift leader** and moved as **warehouse inbound specialist.**

I was in charge of packing and shipping of electronic equipment’s for one of our main client in Switzerland. Increase satisfaction level for the customer improving transports quality and on time delivery.

Involved in the inbound area of our warehouse for all EOLANE clients. Managing trucks planning and loading.

Oct. 2015 to March 2017 **IT customer support agent**, **Arvato**, Estonia

I provided HDD (hard drive) and NAS (network attached storage) **technical customer support** by e-mail or phone on French or English market for Western Digital products,

Western Digital **community manager**: Interventions on social media, Translation of WD answers for the Amazon Review.

Client satisfaction: 93%

Jan. 2013 to Sept. 2015, **Deputy exploitation Manager**, **Transeo Logistic**, France

**Freight forwarder,** I worked on national and international level for a portfolio of a dozen of clients in various fields of activity.

Elaboration of transports solution according to customer’s needs and technical constraints, specialization in hazardous materials and waste transports.

Sept. 2008 to Oct. 2012, **Head of Security department, French Embassy** in Kiev,

Non-commissioned officer

At the head of a team of gendarmes (French military police) I was **in charge of the diplomatic mission physical and technical safety** and its employees,

I took care of the security of the encrypted correspondence,

I managed a 4 drivers' team to ensure security and efficiency of every mission.

Feb. 2003 to Aug. 2008, **Investigator**, **Police Officer, Gendarmerie of Berre l'Etang,** France

I was **member of the management team** within this territorial unit of gendarmerie.

I **leaded criminal investigations** under the authority of the prosecutor concerning offenses against property and persons (several enquiries concerning drugs affairs).

May 1998 to Nov. 2001, **Head of Security department**, French Embassy in Tallinn, Estonia

At the head of a policemen team I was **in charge of the diplomatic mission physical and technical safety** and its employees,

I **took care of the security of the encrypted correspondence**, (empowerment level confidential defense)

Dec. 1987 to Apr. 1998, **cavalryman,** Garde Républicaine, France, Paris

I made **Foreign Head of States escorts with horses** and surveillance of forests. I was sent in **Gendarmerie school as instructor** during several periods

I was **member of the horse show** called « carrousel des lances »

**LANGUAGES AND TECHNICAL SKILLS**

French, mother tongue

English, advanced level

Estonian, A1

Ukrainian/Russian, elementary level

Microsoft office

SAP

Directo

Imars

**VARIOUS**

Sport horses breeder and rider

Golf player