



Raphaël CHOSEROT

Experienced Facilities Events Operative

Strong experience in service operations (France and international) – Customer and service focused
Team recruitment and management – Facilities and externalization - Trilingual

CONTACT

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ABOUT ME

Very strong sense of service, excellent organizational and prioritization skills, ability to manage several projects simultaneously, can be source of proposals for management support.

Federator, I bring solutions and am the 'Go-To' person for any issues. I love commitment, anticipation, have a taste for challenge. Team player!

EDUCATION

Capacité in Business administration
IAE Caen | 2015 (exam no presented)

MASTER 2 – International Relations and foreign policies
Paris I University - Panthéon-Sorbonne | 1994

LANGUAGES

- Spanish: bilingual
- English: fluent

COMPUTER SKILLS

- MS Office
- SAP
- CAMM

SPORT

- Since 2011 - **Rugby Club Montesson Chatou (RCMC)** – Player veteran's team, Women's Coach | Montesson

OTHER INTERESTS

Since 2018 – **Kodiko**, allowing refugees to acquire French professional codes – Konnector | Paris

2009 – 2011 - **Unis Cités**, civil service association – Member of the Midi-Pyrénées regional board | Toulouse

2005 – 2009 – **Max Havelaar Midi-Pyrénées**, fairtrade association – President and founder | Toulouse

EXPERIENCE

Director of Operations

Pause V.I.Pee | Lille (France) | April – July 2018

- Job creation: setting up of the technical services: construction, maintenance, general services for France and Belgium (15 sites).

Project Management Coordinator Repair & Maintenance

2theloo | Paris (France) | January 2016 – May 2017

- Creation of the Repair and maintenance service (52 sites)
- Project management (restructuring and renovation of sites)
- Contracts with providers (drafting calls for tenders, evaluating bids and drawing up contracts)
- Operational relations with customers (SNCF, Mairie de Paris, Unibail-Rodamco...)

Achievement: response time for SNCF sites: 24/48hrs – Global Customer satisfaction increase (+10%) – Set up of a national maintenance service

Associate - Manager

Service Inbox | Professional conciergerie & Facilities | Toulouse (France) | 2007-2017

- Recruitment and management of the team of concierges
- Prospection, commercial offers, contracts (conciergerie, facilities, relocation, office management)
- Recruitment and setting up of partnership agreements with providers

Achievement: average user rate of 70% - average satisfaction rate of 93%; average discount rate of 17% on public prices of services.

Insurance Advisor

La Mondiale | Toulouse (France) | 2006 - 2007

- Sales development and client relationship management (liberal professionals, business managers, craftsmen).

Achievement: 116% of my business goals, 2M€ of sales

Business Engineer

Computacenter | Toulouse (France) | 2005 - 2006

- Sales development and client relationship management (public & private)

Achievement: 150% of my commercial goals. 1,3M€ of sales.

Cycling section manager

Ontario (Décathlon group) | Toulouse (France) | 2002 - 2005

- Profit center management (HR, business, marketing)

Achievement: 2003: 2^d worldwide Revenue growth (+33,4%); 2004: +15%, established at 6M€.

Expatriation in Colombia (South America)

Bucaramanga (Colombia) | 1996 - 2002

- Law and International Relations teacher (school and University); Owner of a cycling shop and a restaurant; Organizer of the *Extrema Aventura Raid* (1999 to 2001).

Director (National cooperation, French Ministry of Foreign Affairs)

Alliance Française | Bucaramanga (Colombia) | 1994 - 1996

- In charge of the educational and cultural policy, Honorary Consul

Achievement: increase number of students (x10), creation of the local branch of the French-Colombian Chamber of Commerce.