



# GUILLOT-TALEB

## Hervé

- Barcelona
- + 34 653 93 05 22
- contact@herve-guillot.fr
- linkedin.com/in/atypik
- www.herve-guillot.fr

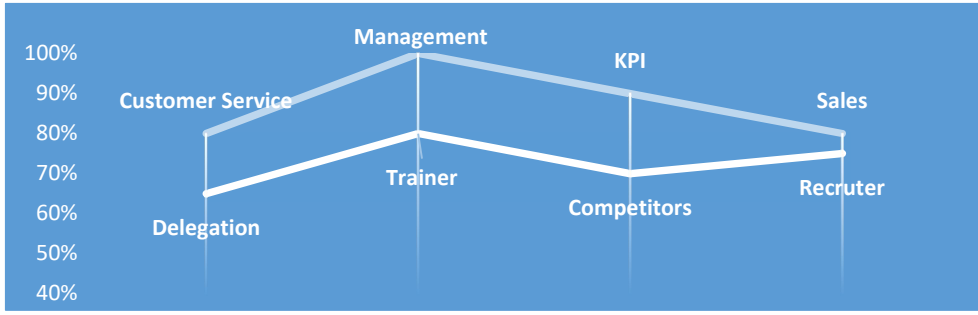
### Who Am I?

I won't tell everything...

In his thirties, Hervé is passionate for almost 20 years in Sales and Management. He started like a Vendor in Celio and became at 23 years old the youngest store Manager of the Brand. He improved his skills with other brand like H&M, Decathlon, COS to be nowadays a strong performer in retail store. Then, he started new challenge by managing the French customer service for Apple, then he was the Quality Manager for a Sales company working for Orange and now the Group Marketplace Content Director at Treatwell. Every day, he works to improve the User Experience (Customers and Partners) by improving the Marketplace (Frontend and Backend).

### My Skills

not only...



### They Trusted Me

among other...



#### Group Marketplace Content Director

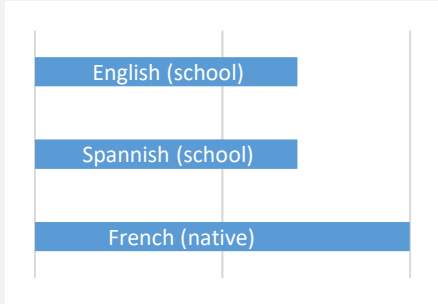
Sep 16 Now

- Define Content strategy to ensure growth and key business objectives
  - Develop, implement and track processes to guarantee content strategy execution
  - Lead content quality and ensure high level content in our marketplace
  - Manage the improvement of content in existing cities
  - Coordinate content with other departments, specially Sales and Account Managers
- Create the necessary reports to monitor key growth and content metrics

### Education

- 1998** **2000** **Architecture**  
First 2 years  
École de La ville et des Territoires
- 1998** **Bachelor**  
**Science**  
Mathematics

### Languages



### My ++

Microsoft Excel, Word, PowerPoint, Publisher, Outlook, WordPress

### My +

Photoshop  
Html  
Google Analytics



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## Hervé

### Quality Manager – Sales Manager

Nov 15  
Sep 16

Establishment of monitoring tools in order to increase the quality and performance of sales teams. In connection with the Orange Indirect Sales Department, the objective was to increase customer satisfaction and improve B2B sales. Creation of processes and commercial speech. Management of 25 people including three team leaders.

### Internet Consultant and Community Manager

Aug 14  
Nov 15

Website Creation. Setting up the Marketplace. Web marketing strategy and visual. Creating pages on social networks. SEO management. CPC campaign.

### Team Leader and Trainer

Jul 13  
Nov 15

Recruitment and training on Barcelona and Valencia offices. Reaching Apple standards (quality, brand image, product knowledge). Improvement of the process with the Apple headquarters in Cork. Live coaching with agents. Taking calls in parallel to keep the link with customers and to understand the emerging needs. Monitoring the KPI and reports to the hierarchy.

### Department Manager

Jun 11  
Mai 13

Managing the swimming department about Sales, Stock, Product, Team. Recruitment, training and coaching the team day by day. KPI, reach sales goal. Creating Marketing events / Sport contest. Animating the event for the whole store with the Mic

### Store Manager

Jan 09  
Mai 11

Managing the COS Store of Bruxelles Rue Neuve  
Recruitment, training and coaching the team day by day.  
Administrative tasks  
KPI, reach sales goal.  
Customer service, understanding their needs, Merchandising  
COS is a luxury brand and the customer were totally different than other company. Take 1 hour for a customer was a normal thing



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## Hervé



### Floor Manager

Managing the H&M Rue de Rivoli / Paris

Sep 06  
Mar 07

Recruitment, training and coaching the team day by day.  
Administratives tasks. Scheduling  
Controller  
KPI, reach sales goal.  
Customer service, understanding their needs, Merchandising.



### Store Manager

Managing the Celio Store in Boulevard Saint Germain in Paris.

Oct 03  
Jul 06

Recruitment, training and coaching the team day by day.  
KPI, reach sales goal.  
Customer service, understanding their needs, Merchandising  
Re-building of the store for the new concept V5. Timetable for the closing  
of the store. Anticipate new opening.

