

Valérie Curty

Born on Feb. 21, 1976
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WORK EXPERIENCE

2006 - 2010 Baume & Mercier, Villars-sur-Glâne

Customer Service Assistant

- Ensure products are delivered to various companies while meeting their specific requirements;
- Analyse customer order books according to quotas, sales, stocks and forecasts;
- Make the customer knowledge sheets more comprehensive (address, payment methods, incoterm, ...);
- Manage freight returns and potential re-invoicing;
- Responsible for routing requested information by the Brand and the resellers;
- Perform overall tasks related to the *Salon International de la Haute Horlogerie* in Geneva;
- Work on SAP system since August 2007;
- Ensure key user SAP back-up since January 2008.

2005 - 2006 Trip to Asia from July 2005 to June 2006

India – Philippines – Viet Nam – Lao People's Democratic Republic – Thailand – Cambodia

2000 - 2005 Richemont Int. Distribution, Villars-sur-Glâne

Customer Service Assistant – Piaget, Baume & Mercier Brands

- Managed orders and delivery flow for internal and external customers;
- Analysed subsidiaries' order books concerning sales, stock levels and Model Stock;
- Wrote delivery follow-up and customer service ratio reports;
- Processed product returns flow;
- Ensured and optimised information processing and delivery with the Brand, the subsidiaries and internal services.

2000 ELSA, Estavayer-le-Lac

Switchboard operator – receptionist from January 1st to March 31st 2000

1998-1999 Jet Aviation Handling SA, Geneva Airport

Ground Hostess, Passengers' Service, Baggage tracing Department

- Welcomed passengers, managed queries regarding lost or damaged luggage;
- Searched for lost luggage in the computer system, scanning all airports from all over the world;
- Organised delivery of lost luggage to its final destination;
- Managed the Information Center and the Public Address Center.

VOCATIONAL TRAINING

1997-1998 Business & Tourism Modern School (*Ecole Moderne de Commerce et de Tourisme*), Lausanne

EDUCATION

2007 SAP Training ;
2007 First Certificate in English Diploma, Unipop, Fribourg from November 2006 to May 2007;
2000 -2004 Co-operative vocational training : Customer Service Management (June 2001), IFHH Training, « F » course, advanced training in Clockmaking (January 2002), Microsoft Excel 2000 advanced (August 2002), Time Management (November 2003);
1997 Tourism Assistant Diploma, option: reception agent;
1996 *Maturité* certificate, D type (languages);
1992 School leaving Certificate.

LANGAGES & SKILLS

French	Mother tongue
English	First certificate level
German	<i>Maturité</i> level
Spanish	<i>Maturité</i> level
Italian	Beginner's level

Microsoft Office, AS400, Lotus Notes, SAP

References available upon request