

STRATEGIC SOURCING ENGINEER

Available immediately

Experience

Flow manager(2024)

Vincennes, France

Logista- leader in the operation and distribution of tobacco products

- Reduced average delivery times by 20% through route optimization and a new tracking system.
- Gathered and processed 500+ data points monthly to identify logistics flow improvements.
- Produced quarterly activity reports that led to 15% reduction in logistics costs.

Supply Chain Consultant(2023-2024)

Charenton-Le-Pont, France

UPS-2nd largest freight transport company in the world

- Identified 10% untapped revenue potential through sales team collaboration.
- Developed 3 new UPS solution proposals, resulting in 25% increase in customer adoption.
- Contributed to 2 successful process improvement initiatives, saving \$50,000 annually.

OSP Transport Project Manager (2022-2023)

Evry,France

UPS- 2nd largest freight transport company in the world

- Developed a new dashboard that cut response times to subcontractor requests by 30%.
- Ensured 98% adherence to dashboard guidelines through regular monitoring.
- Analyzed 200+ data points to identify 12% potential for cost savings.
- Created a safety toolbox that led to 15% reduction in safety incidents among subcontractors.

Project Coordinator (2021- 2022)

La Plaine Saint Denis,France

VEEPEE- 19th ecommerce site in France

- Maintained strong relationships with 15 internal customers, ensuring project alignment.
- Onboarded 5 new carriers, expanding service offerings by 20%.
- Processed 300+ transport quote requests, achieving a 95% customer satisfaction rate.

Customer Service Manager (2019-2021)

Chilly-Mazarin, France

Star Service-Departement Healthcare

- Resolved 90% of customer complaints within 24 hours, improving customer satisfaction by 10%.
- Established partnerships with 3 new suppliers, expanding product offerings by 25%.
- Increased customer retention rate by 5% through personalized outreach and follow-up.

Support Manager (2018- 2019)

Rungis, France

CHRONOPOST-France's leading delivery company

- Led a team of 6 support agents, achieving a 98% customer satisfaction rating.
- Implemented new support processes that reduced average resolution time by 20%.
- Successfully managed 100+ critical support incidents, ensuring minimal business disruption.

Education

Masters in Transport Logistics and International Trade (2021-2023)

Paris ,France

ISTELI -4th place for Supply Chain, Purchasing, Logistics and Transport Schools

Bachelor in Organisational Management (2016-2017)

Saint-Denis, France

Université de Bretagne SUD

- Alternate training at Transdev service réunion

La Possession, France

BTS Transport and Logistics (2014-2016)

Lycée de La Possession

- 6-week internship with a South African company in Cape Town.

Skills

- Operation Management
- Flow manager
- Customer relationship management
- Solution development
- Coordination skills
- Transport management
- Analytical skills
- Dispute management

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QUOTE TO LIVE BY

"Transporting is connecting the world"

KEYS ACCOMPLISHMENTS



Developed a new dashboard that reduced response times to subcontractor requests by 30% and ensured adherence to dashboard guidelines through regular monitoring.



Created a safety toolbox for workshops, leading to a 15% reduction in safety incidents among subcontractors.



Set up new processes in a customer service department, resulting in quicker complaint resolution (90% within 24 hours) and a 10% increase in customer satisfaction.

TOOLS



SAP



Excel



PowerPoint



Oracle



Shiptify

