

# NICOLAS CHEMINEAU

## After-Sales Manager

### Contact

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Location: Volvic, Puy de Dôme,

## PROFESSIONAL PROFILE

With over 15 years of experience in agricultural equipment, I have progressed into strategic management roles. My expertise lies in setting up and managing efficient after-sales services, enhancing customer satisfaction, overseeing quality, and supporting change management within technical teams. I now seek to lead an after-sales department in an international area.

### KEY EXPERIENCES

#### Customer Service Director

*SABI AGRI – Clermont-Ferrand | Since 01/2024*

- Built the after-sales service for Electrical Tractors
- Improve quality product & process
- Member of the Executive Committee: participation in strategic decisions

#### Service / Quality Manager

*CLAAS FRANCE – Chartres | 2020 - 2024*

- Supervised a team of 19 employees (technical and quality)
- Managed warranties, services contracts, and prioritized after-sales topics

#### Product Manager – Parts and Accessories

*CLAAS FRANCE – Le Mans | 2018 - 2020*

- Targeted commercial actions with the network
- Performance monitoring and reporting

#### Agricultural Equipment Trainer

*CFA La Germinière – Sarthe | 2014 - 2018*

- Delivered technical training: machinery, diagnosis, electricity, etc.

#### Agricultural Journalist – Head of Machinery publication Cultivar (ATC Group) – Paris | 2007 - 2014

*Cultivar (Groupe ATC) – Paris | 2007 - 2014*

- Technical popularization for professionals
- Coverage of trade shows and industry trends

#### Field Sales Technician – Parts

*Fournial – Rennes | 2005 - 2007*

- Sales and consulting with retails



### SKILLS

- ✓ Customer relations and complaint management
- ✓ Structuring and managing after-sales services
- ✓ Hydraulic and Electric technical knowledge for offroad machinery
- ✓ Quality management and continuous improvement
- ✓ Project management and cross-functional coordination

### EDUCATION

#### Bachelor's Degree in Entrepreneurship

IUT of Châteauroux

#### BTS in Agricultural Equipment (2-year technical diploma)

Claude Lehec High School – Saint-Hilaire-du-Harcouët

### SOFT SKILLS & TOOLS

Management ☆☆☆☆

Communication ☆☆☆☆

Organization ☆☆☆

Adaptability ☆☆☆☆