

FREDERIC BEAUCHAND

CX SPECIALIST - CRISIS MANAGEMENT

Goal oriented - Attentive - Organized - Information seeker



CONTACT

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frederic-beauchand

LANGUAGES

French : fluent
Native language

English : proficient
Spoken and written

SOFTWARE SKILLS

SAP

Illustrator

Photoshop

Discord

INTERESTS

Bike, Climbing, Kayak,
Motorbike, Ski.

Renovation,
New Technologies,
Car industries.

DRIVER'S LICENSE

Car & Motorbike

ABOUT ME

« For our internal customers, [Frederic Beauchand](#) has organized many events, with different objectives and formats, with strict constraints in terms of budget and safety. He received their warm thanks several times. He has very good social skills and the desire to make each project a success. He knows how to go beyond the missions entrusted to him when necessary. »

Lisa Rouhban - Communication Manager DSO, TOTAL

PROFESSIONAL EXPERIENCES

CS SPECIALIST - CRISIS TEAM SUPPORT

05/2021 TO TODAY: DOW (CHEMICAL COMPANY) - TERNEUZEN, NL

Customer Focal point providing high end support in Home & Personal Care. Spider in the web between production, planning, logistics and quality department. Anticipating customer expectations and identifying best solutions or alternatives. Working closely with the customer crisis team to prevent stop production on global level (US -LATAM -EMEAI -APAC).

PROJECT MANAGER

2018 TO 2020: PERSONAL PROJECT (REAL ESTATE AND SPIRITUOUS) - PAU & ESPAS, FR

12/2016 TO 12/2017 : TOTAL (ENERGY COMPANY) - PAU, FR

Personal Project: Management of a real estate portfolio. Resale, acquisition and renovation. Management of renovation projects and leading a team of 4 workers in accordance with the budget, deadlines and safety rules. Administrative and fiscal management of properties and spirituous liquor. Sale of liquors on the B2B market.

TOTAL: Leading the creation, organization and coordination of events (10 to 110 participants) according to the needs of various TOTAL entities (engineers to top management), in accordance with the budget, deadlines and safety rules. Cost negotiations. Surveys. Teamwork with the digital and graphic department.

MARKETING CONTENT SPECIALIST

08/2016 TO 10/2016: RRC (LOTUS CAR DEALER) - PAU, FR

09/2015 TO 08/2016: ORQUAL (SOFTWARE EDITOR) - PAU, FR

10/2013 TO 06/2014: CD-SPORT (DRIVING SCHOOL ON RACE TRACK) - PAU, FR

Internal and external analysis. Updating logo design. Creation of a graphic charter, catalog products, newsletters frame. Leading the new website project. Email campaigns and surveys. Canvassing Partnerships. Improvement of the e-shop (Prestashop). SEO. Social media management. Internal communication. Events: Congress of Orthodontic Days / Race Track of Nogaro and Pau-Arnos.

SALES AGENT

09/2011 TO 09/2013: TAGERIM (REAL ESTATE) - PAU, FR

09/2009 TO 06/2011: SKODA (CAR DEALER) - PAU, FR

Real Estate Agent: Management of a rental portfolio. Creation of advertisements. Visit and presentation of the properties. Editing administrative files. Drafting of leases. Arrival and departure condition and inventory checks. Customer relationship management (renters and investors).

Sales Car Dealer: Creation of advertisements. Promotion of the new and second-hand car fleet. Sale of vehicles. Financing offer, loan / leasing. Ordering new vehicles. Second-hand car trade-in. Customer test drives. Launch of new vehicles. Events : Tour de France / Andros Trophy.

EDUCATION

MASTER OF MANAGEMENT & COMMUNICATION STRATEGIES - 2016

BACHELOR OF MARKETING - 2014

ASSOCIATE OF TECHNICAL SALESFORCE IN ELECTRONICS - 2011