

LOGISTICS SPECIALIST

🔄 6 жовтня 2021 📍 Місто: [Київ](#)

Вік: 36 років

Режим роботи: повний робочий день

Категорії: Логістика, доставка, склад

✓ Готовий до відряджень

Опис

Curriculum vitae

Personal information

Name: Davy Cappelle

Address :

Date of birth : 25/09/1988

Place of birth : Kortrijk

Nationality : Belgian

Marital status : Unmarried

Sex: Male

Personal goals

I am a highly ambitious, result focused and self-motivated person who enjoys a challenge and achieving personal goals. My present career aim is to develop my skills and achieve a more responsible position in a challenging environment.

Education

2004-2007 :

Syntra West (Asse)
Mechanic - repairman (indenture)

2000-2004 :

Vocational / secondary Education MMI–
Parnas (Groot-Bijgaarden)

Professional Experience

Experience:

Senior logistics Scheduler and Freight Analyst

Shell Krakow Poland
11/01/202 0- Current

- Respond to customers promptly in a professional and courteous manner.
- Handle orders and nominations through various channels.
- Liaise with the transporters, Plants and Product schedulers to ensure that the requested product and

transport is available, Can be safely executed and to promptly solve problems.

- Monitor, manage and communicate ETA issues and delivery delays.
- Resolve customer care inquiries including urgent order, changes, complaints, disputes.
- Ensure an accurate daily close by managing all relevant error logs to ensure that no orders or invoices are block and stocks are reconciled.
- Manage & control carrier invoices (quantity control, price, extra costs, signing of delivery vouchers) and maintain correct SAP records for tariffs and other related data.
- Provide analysis of carrier and plant performance vs contract and plan highlighting gaps and opportunities which you co-work with products schedulers, with a focus on continuous improvement.
- Being SAP super user and process and systems expert for SD, PGS, FSB and plant interfaces.
- Lead specialties operations community Continuous Improvement projects.

Customer Care Global Commercial B2B and Global Key account Customer Operations Specialist

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01 /12/2018 - 01/10/2020

- Place, amend and orders, liaising with other service partners in LSC, OTD & credit as required. Apply the appropriate freight charges and surcharges as required.
- Manage delivery status - take ownership of delivery status inquiries and trouble-shooting; proactively tracking and Business partners as required.
- Delivery schedule support service - proactively call out to customer, to manage delivery issues.
- Schedule standard and non-standard orders (packed products).
- Process returned product.
- Manage customer complaints feedback and compliments. Liase with resolution owners, and other service partners as required. Close the loop with the customers.
- Support and proactively encourage touchless uptake and utilization

Customer Operations specialist Order to Cash

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04/12/2017 – 30/11/2018

- Be the first point of contact for Customers
- Resolve Customer requests received via all mediums (phone, email, fax) according to agreed service levels and service standards
- Provide assistance to customers in self-service mediums and assist customer to complete transactions
- Record and follow up all customer contacts in customer facing systems
- Liaising between customers and supply chain departments in coordination of delivery process
- Proactively communicating to customers order and delivery status and any changes in the confirmed and promised delivery dates, agreeing changes or cancelling the sales order
- Supporting in the resolution of delivery queries
- Have an impact on relations with the business customers

IT Analyst

HCL Technologies Krakow Poland

25/01/2016 – 28/11/2018

- First line IT Analyst for Dutch and English for around 44.000 users;
- Handling advanced troubleshooting via Phone, Mail, chat and Service Now Ticketing system;
- Leading bridge calls for a timely solution and minimizing its business impact.
- Being responsible for the installation and replacement of software

29/03/2015 – 28/12/2015 : Transwest Oostkamp Belgium

25/11/2013 – 12/03/2015: Wim Bosman Ostend Belgium

17/05/2009 – 05/11/2013: Slabinck Bruges Belgium

25/11/2008 – 05/06/2009: De lijn Ostend Belgium

31/07/2007 – 31/07/2008: De Grande Cars Bruges Belgium

Internships:

01/09/2006 - 30/06/2007: De Grande Cars (Bruges Belgium)

01/09/2004 - 30/06/2006: Garage Paul De Smet (Zellik Belgium)

Skills

Languages:

Dutch: Native

French: Average

English: Fluent

Computer skills:

Working experience with MS Office (Word, Excel & Outlook): intermediate

Windows NT, 2000, XP, Vista 7,8,10: intermediate

Microsoft Lync/Skype for Business: intermediate

Systems, Applications and Products: intermediate

Personal skills:

Customer friendliness, eager to learn, stress resistant, problem solving skills, strong customer service skills, excellent telephone manner, excellent speaking, excellent pronunciation, excellent writing, punctuality and timekeeping, good organization, team player

Hobby's

Travel, team or individual sports, cooking or baking, reading.