

## LOGISTICS SPECIALIST

🔄 6 октября 2021 📍 Город: [Киев](#)

Возраст: 36 лет

Режим работы: полный рабочий день

Категории: Логистика, доставка, склад

✓ Готов к командировкам

### Описание

#### 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**

**11/01/2020 - 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**

**Shell Krakow Poland**

**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**

**Shell Krakow Poland**

**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.