

# DIDIER MORTIER



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Driver license B



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## QUALITIES

Flexible Organizational  
Creative Handy Social  
Helpful Studios Optimistic  
Independent Driven  
Responsible

## HOBBIES

Yoga  
Swimming  
Crossfit  
Cooking  
Photography  
Creating Music

## EXPERIENCES

### Customer Success Representative Benelux Ingram Micro Cloud | *May 2022 - Present*

- Anticipating customer challenges or questions and proactively providing solutions and answers.

### Investigation Specialist Benelux Amazon | *June 2021 - April 2022*

- Investigate suspicious merchant activity and behavior that could pose a risk to Amazon, the buyers or the merchants.

### Sales & Post-Sales Team Manager HP Store | *2019 - 2021*

#### Managing a team of 9 Sales & Post-Sales Representatives for the Dutch market at HP Store.

- Receive and report on all sales activity with Country & Business Manager
- Implement new sales initiatives, strategies and programs to capture new business
- Track weekly, monthly, and quarterly performance and metrics (Sales & Post-Sales)
- Assist sales representatives and team to meet sales quota and exceed goals
- Ensure targets are delivered through people management, performance review, reward and individual recognition
- Organize and coordinate Sales & Post-Sales representatives' schedules
- Recruit, hire, and train new Sales & Post-Sales representatives

### Senior Supervisor Google Cloud Support (G Suite) | *2017 - 2019*

- **Senior Supervisor | 2019**
- Aligning KPI's & tasks within all teams in the G Suite Project.
- Analyzing & creating databases to create new processes for Managers & Supervisors.
- Preparing and submit performance reports, attending

## SKILLS

Conflict Resolution

Communication

Problem Solving

Leadership

Time & Priority Management

Coordinating

Teamwork

Multi-tasking

## LANGUAGES

Dutch (native language)

English

Spanish

French

## SOFTWARE

Mac OSX / MS Windows

MS Office 365/ Azure

Google G Suite Product

AWS

Salesforce

Adobe Creative Suite

AutoCAD

Excellent | Good | Basic

## EDUCATION

Management Intensive  
Course & Certificate  
February 2018

Applied Architecture  
2007 - 2012

Howest Bruges &  
AP Antwerp, Belgium

WBR's, MBR's, QBR's with the client.

- Communicating with the client directly to ensure coverage (RTM & WFM)

### Managing a team of 16 agents (Dutch) within the G Suite Project. | 2018 – 2019

- Set goals for performance and deadlines in ways that comply with company's & client's plans and vision and communicate them to the agents
- Organizing workflow and ensure that the agents understand their responsibilities or delegated tasks
- Monitoring agent's productivity and provide constructive feedback and coaching
- Receiving complaints and resolve problems
- Maintaining timekeeping and personnel records
- Passing on information from upper management to agents and vice versa
- Ensure adherence to legal policies and procedures (both the company & client) and undertake disciplinary actions if the need arises
- Calculating agent's bonus based on their performance

### Managing a team of 28 agents (Portuguese, Brazilian and Japanese) for the late shift within the G Suite Project | 2017 - 2018

### Subject-Matter Expert (SME) on Collaboration Google Cloud Support | 2016 - 2017

### Service & Support Representative Google Cloud Support | 2015 - 2016

### Insurance Sales Representative ERGO Belgium | 2014 - 2015

- Design and implement effective marketing strategies to sell new insurance contracts or adjust existing ones
- Contact potential clients and create rapport by networking, cold calling, using referrals etc.
- Collect information from clients on their risk profiles in order to offer them the proper solution

### Project Manager Construction Instal Verheyden BVBA | 2013 - 2015

- Oversee, manage and direct construction projects from beginning to end
- Ensure schedule of all the deliverables
- Budget planning and cost estimating