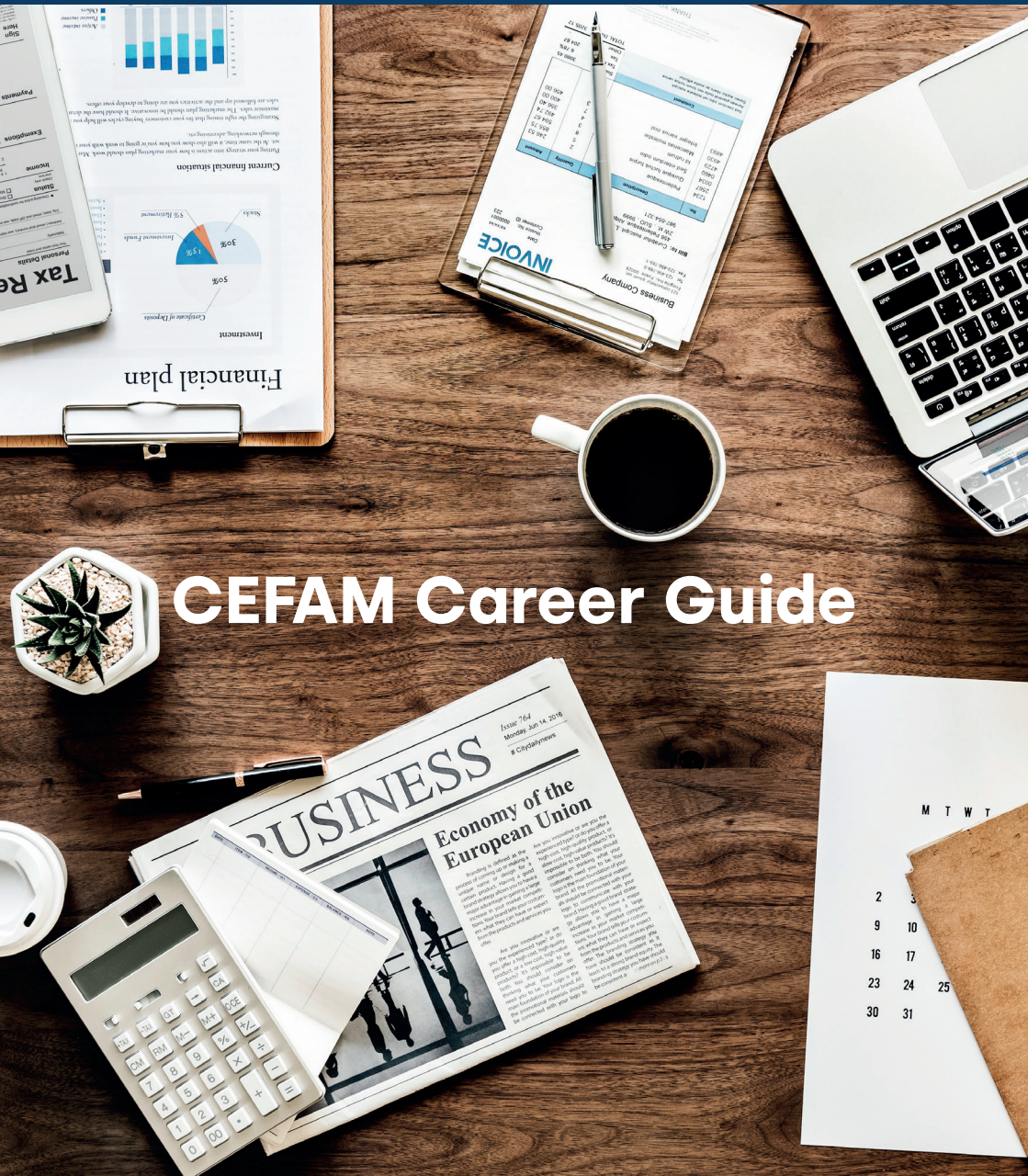




Centre d'Études Franco-Américain de Management  
Lyon & USA



# CEFAM Career Guide

First Name: ..... Last Name: .....

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**"Networking is not about just connecting people. It's about connecting people with people, people with ideas, and people with opportunities."**

**Michele Jennae, American Author**

**Networking is a very powerful tool that will help you meet and connect with the right people, bringing you that much closer to your dream job.**

**Right, based on that statement - What should you do? Where should you go? How should you start?**

**What if I told you that you not only have direct access to a network of over 1300 professionals working in over nearly 70 countries, professionals who have done exactly what you about to do here at CEFAM, but that they can help you get started.**

**You haven't met them yet, you don't know them and the opposite is also true; so, who are they?**

**They are your CEFAM Alumni network. They are Heads of Accounting, Marketing Managers, Supply Chain Managers, Key Account Managers, Traders, CEOs and they are just a phone call, an email, or a handshake away.**

**Here at CEFAM, you have already started to make connections with other students, faculty, and members of the administration. These initial contacts are your present network and represent the basis for your future professional network.**

**Thanks to this network, you can take an active role in your career development by reaching out and connecting with people, ideas, and, of course, opportunities.**

**Germain LAMBERT**  
***Head of Corporate Relations***

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04	Head of Accounting
05	Trader
06	Financial Controller
07	Senior Auditor
08	Revenue Manager
09	Operations Analyst
10	Pricing Manager
11	Risk Manager
12	Chief Executive Officer
13	Chief Operating Officer
14	Chief Financial Officer
15	Human Resources Manager
16	Marketing Manager
17	Product Manager
18	UX Designer
19	Digital Manager
20	Event Manager
21	Supply Chain Manager
22	Market Research Analyst
23	E-Commerce Manager
24	Sales Manager
25	Export Manager
26	Business Consultant
27	Purchasing Manager
28	Key Account Manager

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# Head of Accounting

The Head of Accounting is responsible for leading the organization's accounting teams. The position directs the general accounting activities, documentation and maintenance of effective internal controls while ensuring statutory compliance in all activities.

## Responsibilities

- Lead accounting operations including month/quarter/year end processes, accruals, reconciliations, expense classification, balance sheet analysis and reporting
- Ensure the organization's General Ledger and accounting records are updated and accurate at all times
- Oversee Cash, Accounts Payable, Accounts Receivable, Payroll and General Ledger functions
- Develop and implement accounting policies and procedures
- Ensure compliance with accounting rules, regulations and internal controls

## Competencies and Skills

- Mathematical skills and analytical thinking
- Technical accounting rules and regulations
- Accounting Qualification
- Data analysis and an ability to draw conclusions
- Forecasting
- Communication Skills
- Management Skills
- High degree of detail orientation
- Ethical conduct and compliance mindset



**Expected  
annual salary**  
**60 000 €**



**Category**  
**Accounting & Finance**

Notes .....

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# Trader

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A Trader is responsible for buying and selling financial products such as equities, bonds, commodities and foreign exchange on behalf of investors. This position typically works within an investment bank or financial house but may also work directly with individual clients.

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## Responsibilities

- Utilize financial analysis, market data, economic data and trends to identify buy and sell opportunities
- Monitor global market performance to gauge market sentiment and make corresponding trade decisions
- Execute financial trades quickly and decisively to maximize return on investment for clients
- Manage risk to maintain overall portfolio profitability

## Competencies and Skills

- Confident and decisive
- Mathematical and analytical skills
- Technical understanding of financial markets and trading practices
- Communication Skills
- Sales Skills
- Forecasting
- Adapt to quickly changing circumstances
- Ability to thrive in a high-pressure environment



**Expected  
annual salary**  
**90 000 €**



**Category**  
**Accounting & Finance**

Notes .....

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# Financial Controller

The Financial Controller is responsible for the company's overall finance operations including financial planning and analysis, treasury and tax. The position partners with the business on financial activities and oversees preparation of budget and financial forecasts, financial statements, regulatory reporting and a comprehensive suite of controls designed to mitigate risk and ensure accuracy of the company's reported financial results.

## Responsibilities

- Direct financial planning and analysis activities which support the business' sales, revenue growth and cost management activities all in support of maximizing profitability
- Responsible for accurate and timely delivery of internal and external financial statements and reporting
- Establish and maintain internal controls that verify adherence and compliance of the company's systems, processes and data
- Assure corporate income tax compliance through completion of corporate income tax returns, incorporating advantageous tax planning opportunities
- Preparation and monitoring of annual budgets, cost management and timely receivables

## Competencies and Skills

- Strategic thinking
- Technical accounting rules and regulations
- Mathematical skill and analytical thinking
- Deep understanding of corporate finance concepts
- Forecasting and modelling
- Leadership and management skills
- Communication and presentation skills
- High degree of detail orientation
- Ethical conduct and compliance mindset



**Expected  
annual salary**  
**55 000 €**



**Category**  
**Accounting & Finance**

Notes .....

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# Senior Auditor

The Senior Auditor in an external audit function is responsible for the examination and analysis of accounting records and financial statements to determine accuracy of financial reporting in line with accounting principles and ensure there are no errors or fraud. This position works within a professional services organization such as a Global Audit and Accounting Firm.

The Senior Auditor in an internal audit function is responsible for the examination and analysis of internal processes and procedures to ensure proper controls are in place to help the company effectively manage risk and remain in compliance with laws and regulations. This position typically works within a corporation.

## Responsibilities

- Direct the planning and execution of the audit strategy and ensure effective audit procedures are in place
- Identify and maximize opportunities for ongoing, automated audit processes
- Perform audit tests of business processes to identify risk and evaluate effectiveness of internal controls
- Perform detailed review of financial statements to ensure accurate reporting and in compliance with accounting principles, regulations and laws
- Communicate audit findings and provide recommendations to resolve audit failures at all levels of the organization

## Competencies and Skills

- Technical knowledge of audit standards, accounting rules and industry-specific regulations
- Project Management skills
- Mathematical skills and analytical thinking
- Communication and presentation skills
- Investigative and problem-solving skills
- Management skills
- High degree of detail orientation
- Ethical conduct and compliance mindset



**Expected  
annual salary**  
**50 000 €**



**Category**  
**Accounting & Finance**

Notes

# Revenue Manager

The Revenue Manager operates within the hospitality industry and is responsible for maximizing performance, profitability, guest satisfaction and ranking against competitors.

## Responsibilities

- Identify the target market and make recommendations for the product and service mix which maximizes revenue and profitability
- Develop ongoing, timely competitive pricing strategies
- Monitor the market and competition to develop tactics to maximize market share
- Train management, marketing and sales on pricing strategies, market positioning and campaigns
- Prepare reports analyzing profitability, lost business, conversion rates, booking behaviors and trends

## Competencies and Skills

- Strategic Thinking
- Financial Acumen
- Mathematical skills and analytical thinking
- Data analysis and interpretation
- Modelling and Forecasting
- Management skills
- Customer Service
- Communication Skills
- Industry Specific Knowledge



**Expected  
annual salary**  
**35 000 €**



**Category**  
**Accounting & Finance**

Notes .....

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# Operations Analyst

The Operations Analyst supports achievement of business objectives by ensuring business processes and procedures are effective and efficient. This position works with management to determine the best allocation of people, resources, money, processes, time, materials, assets and equipment and makes recommendations for change that enhance productivity, revenue generation and profitability.

## Responsibilities

- Evaluate the effectiveness of processes, workflow and operations procedures
- Apply statistical analysis, simulations and predictive modelling to determine practical solutions that improve operational effectiveness
- Research market industry trends and ensure business processes align with industry standards and best practices
- Review process changes post-implementation to determine effectiveness and opportunities for greater efficiencies

## Competencies and Skills

- Process mindset
- Change Management
- Mathematical skills and analytical thinking
- Investigative and problem-solving skills
- Industry specific knowledge
- Communication skills
- Collaboration and partnering skills
- High degree of detail orientation
- Ability to interact with all levels of leadership



**Expected  
annual salary**  
**40 000 €**



**Category**  
**Accounting & Finance**

Notes

# Pricing Manager

The Pricing Manager develops and implements pricing strategies for an organization's products and services to determine market competitive pricing that will maximizing profitability.

## Responsibilities

- Develop detailed pricing strategies using market indicators, business strategy, internal variables, sales forecasts and long-range cost forecasts
- Participate in pricing negotiation for customer proposals and contracts
- Train Sales, Account Management, Product Managers, Commercial Managers and Finance on product pricing strategies
- Perform profitability analysis and evaluate return on investment to measure pricing effectiveness and identify areas of improvement to maximize profitability

## Competencies and Skills

- Mathematical skill and analytical thinking
- Financial and commercial acumen
- Cost modelling and forecasting
- Pricing software and tools
- Strategic thinking
- Communication skills
- Influencing and negotiation skills
- Cross functional teamwork



**Expected  
annual salary**  
**65 000 €**



**Category**  
**Accounting & Finance**

Notes .....

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# Risk Manager

The Risk Manager identifies and analyzes various types of risk within an organization including business, financial, legal and security. The position develops internal processes, governance and controls to manage and minimize organizational risk.

## Responsibilities

- Conduct assessments to identify possible risks and develop controls and contingency plans
- Design processes and procedures to mitigate or eliminate risk and ensure they are implemented and followed consistently
- Develop internal risk management controls and systems
- Create plans to manage crisis situations and lead crisis management team
- Evaluate and train employees regarding risk awareness and ways to manage and mitigate risk

## Competencies and Skills

- Investigative skills
- Decisive in high pressure situations
- Analysis and problem solving
- Knowledge of risk assessment and control
- Knowledge of industry regulation and compliance standards
- Communication skills
- Influencing Skills
- Ethical mindset and commitment to compliance



**Expected  
annual salary**  
**55 000 €**



**Category**  
**Accounting & Finance**

Notes .....

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# Chief Executive Officer

The Chief Executive Officer is the overall leader of an organization who designs the vision and strategy. This position leads the development and execution of the short and long-term objectives, plans and policies aimed at increasing shareholder value. This position oversees all operations and business activities to achieve defined financial and operational results.

## Responsibilities

- Ensure achievement of growth, profitability, revenue, cash flow and business objectives to continually increase shareholder value
- Lead the organization's workforce by motivating employees, driving employee engagement and attracting, retaining and developing talent
- Represents the organization with customers, investors, business partners, government authorities and within the organization's industry
- Establish the corporate culture and provide leadership to ensure the mission and core values of the company are put into practice
- Participate in fundraising activities for the company with banks and investors
- Ensure the organization operates lawfully and ethically and maintains high levels of corporate citizenship

## Competencies and Skills

- Strategic vision
- Decisive
- Executive Leadership Skills
- Market and industry knowledge
- Business and financial acumen
- Deep understanding of corporate finance
- Analysis and problem solving
- Communication and presentation skills
- Results driven
- Influence, negotiation and collaboration skills
- Engage and motivate employees
- Ethical mindset and commitment to compliance



**Expected  
annual salary**  
**160 000 €**



**Category**  
**Corporate Governance**

Notes .....

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# Chief Operating Officer

The Chief Operating Officer is an executive leader responsible for the organization's operational effectiveness. The role is often seen as the second in command to the CEO. The role partners with the CEO and other executive leaders to develop and execute the operational strategy to achieve the organization's objectives.

## Responsibilities

- Oversee daily global operations of the organization
- Lead the development, implementation and continuous improvement of business plans which drive effective, efficient operations at all levels of the organization
- Develop, monitor and continually improve success metrics for the organization
- Represent the organization with customers, investors, business partners, government authorities and within the organization's industry
- Assist in raising capital for the organization
- Cultivate a culture of success and accountability

## Competencies and Skills

- Strategic thinking
- Decisive
- Executive Leadership Skills
- Business and Financial Acumen
- Analysis and problem solving
- Change Management
- Communication and presentation skills
- Results driven
- Ethical mindset and commitment to compliance



**Expected  
annual salary**  
**140 000 €**



**Category**  
**Corporate Governance**

Notes

# Chief Financial Officer

The Chief Financial officer is an executive leader responsible for the organization's overall fiscal and fiduciary responsibilities. This position partners with the Chief Executive Officer and executive leaders to develop and implement an organization's financial strategy. This position drives long and short term strategic financial planning, budgeting, forecasting, risk management, financial compliance and financial reporting.

## Responsibilities

- Lead annual financial planning including budget development, revenue forecasting and cost management
- Partner with the business to develop plans and strategies that drive profitable growth
- Provide financial reporting, analysis and strategic recommendations to the Chief Executive Officer and Board of Directors
- Manage the organization's risk profile and ensuring business integrity, financial health and compliance
- Arrange for debt and equity financing
- Represent the organization with the investment community including earnings calls and investor presentations

## Competencies and Skills

- Technical knowledge of corporate finance, tax and accounting
- Strategic thinking
- Decisive
- Executive Leadership Skills
- Results Driven
- Analysis and Problem Solving
- Communication and presentation skills
- Ethical mindset and commitment to compliance



**Expected  
annual salary**  
**150 000 €**



**Category**  
**Accounting & Finance**

Notes .....

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# Human Resources Manager

The Human Resources Manager is responsible for the administration, coordination and evaluation of organization's employees. This position develops and implements ongoing Human Resources activities and partners with management to develop strategies which optimize employee performance and the organization's talent.

## Responsibilities

- Delivers Human Resources initiatives including performance management, compensation planning, organization design and succession planning
- Provide coaching and advice to managers and leaders on HR issues including policies, employment law, employee relations, performance issues and conflict resolution
- Develop and implement Human Resources policies, procedures and employee handbooks in line with local laws
- Ensure the organization's key HR success metrics are achieved including retention, headcount, compensation cost and diversity and inclusion targets
- May be responsible for Labor Union relationships, adherence to collective bargaining agreements and ongoing negotiations with labor unions
- May include responsibilities in compensation, benefits, recruiting and HR administrative operations including detailed personnel records management

## Competencies and Skills

- Technical knowledge of HR practices and employment law
- Critical Evaluation skills and good judgement
- Coaching and mentoring skills
- Consultative and Collaborative
- Influencing and negotiation skills
- Global and cultural awareness
- Interpersonal skills
- Relationship management
- Confidentiality
- Ethical mindset and commitment to compliance



**Expected  
annual salary**  
**60 000 €**



**Category**  
**Human Resources**

Notes

# Marketing Manager

The Marketing Manager is responsible for developing, implementing and executing an organization's marketing strategy in order to support business objectives, promote the brand and attract and retain customers.

## Responsibilities

- Develop and implement successful marketing campaigns from concept to execution and evaluate the success of marketing programs
- Coordinate marketing campaigns with sales activities and initiatives
- Identify communication channels to optimize and expand the organization's brand and products including content creation, website management, social media and event management
- Lead market research efforts to determine product placement and viability in various markets
- Partner with external organizations including branding agencies, advertising agencies and media organizations

## Competencies and Skills

- Creative and innovative thinking
- Understanding of marketing principles and channels
- Communication and presentation skills
- Project Management
- Influencing skills
- Marketing and sales software
- Internet and social media
- Analytic tools and trend analysis
- Consultative and collaborative



**Expected  
annual salary**  
**55 000 €**



**Category**  
**Marketing Communication**

Notes .....

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# Product Manager

The Product Manager is responsible for developing, implementing and maintaining the long-term strategy for an organization's product. This position partners with marketing, sales, account management and operations departments to ensure continuity in product offering, ongoing product improvement and customer satisfaction.

## Responsibilities

- Manage all aspects of product life cycle including development, market placement, procedures, improvements, pricing, forecasting, and return on investment
- Train sales, marketing, account management and operations teams on product specifications
- Drive product launch in partnership with marketing and sales teams
- Bring new products to market by analyzing product requirements and product development programs
- Maintain an understanding of customer experience, identify and resolve product gaps and generate new ideas for product improvement or market share growth

## Competencies and Skills

- Product Development
- Sales and Marketing Strategies
- Communication and presentation skills
- Business Acumen
- Innovation and creativity
- Technical Knowledge
- Analytical skills
- Problem Solving
- Cross-functional teamwork
- Consultative and collaborative



**Expected  
annual salary**  
**50 000 €**



**Category**  
**Marketing Communication**

Notes .....

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# UX Designer

The UX (User Experience) Designer is responsible for designing products and systems that are beneficial, easy to use and enhance the end user's experience. This role develops creative solutions that bring customer satisfaction, make the experience more user-friendly and ultimately attract and retain customers.

## Responsibilities

- Understand user requirements, motivations and psychology through data analysis, customer feedback and competitor offerings to design effective solutions
- Participate in creating content development strategy
- Design, create and test prototype designs and coordinate feedback to improve final design
- Partner with other teams including product managers, engineering and operations to develop the optimal user experience

## Competencies and Skills

- Creativity and Design skills
- Research and analytical skills
- Wireframing and prototyping
- Customer focus
- Design software
- Communication Skills
- Consultative and collaborative
- Industry knowledge



**Expected  
annual salary**  
**40 000 €**



**Category**  
**Marketing Communication**

Notes .....

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# Digital Manager

The Digital Manager is responsible for delivering an organization's online marketing strategy. The role develops, implements tracks and optimizes digital marketing campaigns across all digital channels.

## Responsibilities

- Develop online marketing plans as part of the organizations overall marketing strategy including marketing databases, email, social media and online advertising campaigns
- Design, build and maintain the organization's social media presence across multiple social media platforms
- Review and analyze web analytics and website feedback and make recommendations to increase sales, optimize products and enhance customer satisfaction
- Ensure website security and protection of customer sensitive data

## Competencies and Skills

- Strategic
- Sales and Marketing
- Results driven
- Web design software
- Online advertising platforms
- Collaborative
- Communication and presentation skills
- Customer oriented
- Data analysis and interpretation



**Expected  
annual salary**  
**45 000 €**



**Category**  
**Marketing Communication**

Notes .....

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# Event Manager

The Event Manager is responsible for organizing and managing events, conferences, seminars and exhibitions that make a strong impact on the target audience. This position may be within an organization or may work on a freelance basis.

## Responsibilities

- Organize all elements of an event from vision to delivery
- Responsible for venue selection, vendor selection and management, price negotiation and manage personnel to service event
- Partner with sales, marketing and communications for promotional activities for organizational event management
- Cost forecasting and delivering event at or below budget
- Post-event review regarding costs, billing, opportunities for improvement and stakeholder feedback

## Competencies and Skills

- Organization and Planning
- Project Management
- Creative thinking
- Communication skills
- Influence and negotiation skills
- Decisive and calm under pressure
- Multi-task and manage competing priorities
- Problem solving skills



**Expected  
annual salary**  
**35 000 €**



**Category**  
**Marketing Communication**

Notes .....

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# Supply Chain Manager

The Supply Chain Manager is responsible for the logistics of the organization's overall supply chain. The position is responsible for all planning, implementing and controlling the flow of goods from the point of origin to end user with a focus on increasing efficiency, improving speed and reducing cost.

## Responsibilities

- Develop supply chain strategies that strategies that enable the production process in a timely and efficient manner while managing cost
- Manage supplier relationships and ensure service quality, on time delivery and appropriate pricing of products
- Manage inventory levels and inventory turnover efficiently in line with financial plans
- Develop, implement and monitor process and procedures to accurately track inventory and availability of goods
- Find opportunities for automation to improve efficiency and cost

## Competencies and Skills

- Strategic thinking
- Business and financial acumen
- Decisive
- Problem solving and analysis
- Planning
- Project management
- Logistics
- Procurement systems
- Collaborative
- Communication skills



**Expected  
annual salary**  
**55 000 €**



**Category**  
**Miscellaneous**

Notes .....

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# Market Research Analyst

The Market Research Analyst uses a variety of techniques to research, analyze and understand consumer preferences to help an organization determine how to shape, advertise and market their products and services.

## Responsibilities

- Monitor and forecast market trends
- Gather data on consumers, competitors, the industry market and overall market conditions
- Use market data to evaluate the effectiveness of marketing campaigns
- Prepare reports interpreting findings including statistics, trends, insights and recommendations
- Provide analysis on competitors' market offerings, pricing and business models, sales and methods of operation

## Competencies and Skills

- Mathematics and Analytical thinking
- Data analysis and interpretation
- Research and data collection methodologies
- Modelling and Forecasting
- Statistics and Reporting Programs
- Communication and presentation Skills
- Industry specific knowledge



**Expected  
annual salary**  
**35 000 €**



**Category**  
**Miscellaneous**

Notes .....

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# E-Commerce Manager

The E-Commerce Manager is responsible for the online presence and sales of an organization. The position delivers the organization's internet marketing and sales strategy including social media and online advertising channels.

## Responsibilities

- Design and maintain the organization's website design to be engaging, intuitive and easy to navigate for a consistent positive customer experience
- Research changing demographics in e-commerce and create strategies that optimize the organization's online presence, site traffic and search engine optimization
- Review and analyze web analytics and website feedback to and make recommendations to increase sales, optimize products and enhance customer satisfaction
- Ensure website security and protection of customer sensitive data

## Competencies and Skills

- Strategic
- Sales and Marketing
- Results driven
- Web design software
- Online advertising platforms
- Collaborative
- Communication and presentation skills
- Customer oriented
- Data analysis and interpretation



**Expected  
annual salary**  
**40 000 €**



**Category**  
**Sales**

Notes .....

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# Sales Manager

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The Sales Manager leads the sales team in achieving financial goals through sales of the organization's products and services. This position develops and implements short- and long-term sales strategies and plans that achieve revenue and profitability objectives.

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## Responsibilities

- Sell the organization's products and services to customers
- Manage, develop and motivate a strong, high performing sales force
- Establish and achieve sales team objectives and quotas through forecasting and analysis
- Recommend product and service enhancements to improve customer satisfaction and sales potential
- Identify and develop new customers and sales channel opportunities
- Develop sales reports and realistic forecasts for management and leadership

## Competencies and Skills

- Customer focus
- Sales and commercial skills
- Business Acumen
- Influence and Negotiation Skills
- Relationship Management
- Communication and presentation skills
- Interpersonal Skills
- Sales Software
- Management skills
- Employee engagement and motivation



**Expected  
annual salary**  
**60 000 €**



**Category**  
**Sales**

Notes .....

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# Export Manager

The Export Manager plans and coordinates the international shipment of an organization's goods. This role partners with government agencies, freight forwarders, agents and the customer to ensure the timely delivery of finished goods.

## Responsibilities

- Plan and coordinate the distribution of an organization's product to optimize cost-effective shipping channels and ensure the timely delivery of finished goods
- Manage and negotiate with shipping vendors, agents, and storage vendors to ensure timely service and minimize cost
- Ensure compliance with import and export laws in all relevant jurisdictions
- Develop and implement continuous improvement plans to ensure ongoing development in export documentation, customer relations, rating, quoting, booking, tracking and invoicing activities

## Competencies and Skills

- Project Management
- Knowledge of Import / Export regulations
- Communication skills
- Influence and negotiation skills
- Customer focus
- Investigation and problem-solving skills
- Management skills
- Ethical mindset and commitment to compliance



**Expected  
annual salary**  
**55 000 €**



**Category**  
**Sales**

Notes

# Business Consultant

A Business Consultant works with an organization to detect problems and provide optimal solutions. This role typically works for a Professional Services or Consulting organization and may specialize in an area of business management e.g. human resources or a particular industry e.g. healthcare. This role typically works with a variety of clients on a project basis.

## Responsibilities

- Detailed assessment of client requirements, obstacles, issues and concerns associated with their target objective
- Formulate and present recommendations and practical solutions in line with client requirements, capabilities, limitations and budget
- Partner with the client on implementation, change management and issue resolution
- Will often involve high degree of travel to client sites throughout the life of a project

## Competencies and Skills

- Strategy Development
- Investigative skills
- Problem solving and analytical thinking
- Project Management
- Consultative and collaborative
- Customer focus
- Industry or subject matter expertise
- Communication and presentation Skills
- Change Management strategies



**Expected  
annual salary**  
**45 000 €**



**Category**  
**Sales**

Notes .....

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# Purchasing Manager

The Purchasing Manager develops, leads and executes purchasing strategies which improve effectiveness, reduce expenses and support increased profitability for the organization. This role is responsible for strategic procurement of equipment, goods and services.

## Responsibilities

- Develop, lead and execute purchasing strategies and policies
- Negotiate with vendors for goods and services at best possible price with service guarantees
- Manage vendor relationships and optimize pricing and service quality
- Participate in selection process of new vendors with stakeholders to ensure clear requirements documentation, selection criteria and price optimization
- Monitor and forecast demand levels and balance timely delivery while minimizing inventory levels

## Competencies and Skills

- Negotiation skills
- Business Acumen
- Decision Making
- Communication skill
- Vendor Sourcing and Management
- Procurement Software
- Data Analysis
- Ethical mindset



**Expected  
annual salary**  
**60 000 €**



**Category**  
**Sales**

Notes .....

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# Key Account Manager

The Key Account Manager owns the relationship with an organization's critical customer(s). This position manages the customer relationship and executes the sales strategy through a suite of products and services that support customer satisfaction while maximizing revenue and profitability goals.

## Responsibilities

- Build long-term relationships with customers with a thorough understanding of their needs and acting as the customer's dedicated resource at an organization
- Act as a strategic advisor to customers and identify products and services to solve their problems
- Identify new opportunities to grow revenue and market share with customers
- Resolve customer complaints and issues quickly to maintain trust and satisfaction
- Participate in identifying and securing new customers and business opportunities

## Competencies and Skills

- Customer focus
- Sales and commercial skills
- Relationship management
- Business Acumen
- Ability to build and maintain trust
- Communication Skills
- Interpersonal Skills
- Influencing and Negotiation Skills
- Problem Solving Skills



**Expected  
annual salary**  
**55 000 €**



**Category**  
**Sales**

Notes .....

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# Our alumni community

FNM	Senior Manager	ICME INTERNATIONAL AG	ABU DHABI	EMIRATS ARABES UNIS
OMF	Finance & Commercial Director Mea / Country Chairm	HENKEL	DUBAI	EMIRATS ARABES UNIS
NH	Country Manager	GO CONCEPT	BRUXELLES	BELGIQUE
AM	Directeur Logistique	CANADIAN WOOD PRODUCTS	MONTREAL	CANADA
KSD	Courtier Senior en réassurance	AON BENFIELD	MONTREAL	CANADA
KM	Financial Analyst	VIAU FOODS INC	MONTREAL	CANADA
JBLH	Analyste quantitatif	MOUVEMENT COOPERATIF D'EPARGNE	MONTRÉAL	CANADA
CF	Project Manager	MANULIFE FINANCIAL	TORONTO	CANADA
LK	Cross Asset Index Senior Associate	SOLACTIVE AG	TORONTO	CANADA
RGL	Marketing Manager	DELL	GENEVE	SUISSE
MD	Trader	BANQUE CANTONALE DE GENEVE	GENEVE	SUISSE
FG	Project Manager	ACCENTURE	GENEVE	SUISSE
CG	Manager	MICHAEL PAGE INTERNATIONAL	GENEVE	SUISSE
SL	Aftermarket Solutions Region Manager	CATERPILLAR INC.	GENEVE	SUISSE
CM	Consolidation Manager	OCH-ZIFF CAPITAL MANAGEMENT	GENEVE	SUISSE
JB	Quantitative Analyst	HSBC PRIVATE BANKING	GENÈVE	SUISSE
RDP	Account Manager	ACADEMIC WORK SWITZERLAND	GENEVE	SUISSE
TE	Analyste De Performance	CITI PRIVATE BANK	GENÈVE	SUISSE
CG	Trade Events & Exhibitions officer	PIAGET	GENEVE	SUISSE
NG	Coaching et Formation en Création d'Entreprises	NEWSTART	GENEVE	SUISSE
CJ	Assistant to the associate general counsel	PHILIP MORRIS INTERNATIONAL	LAUSANNE	SUISSE
AF	Asset Manager	UBS ASSET MANAGEMENT	ZURICH	SUISSE
MK	Office Manager	MICROSOFT	ABIDJAN	COTE D IVOIRE
LY	Consultant & Account Manager	EQUANCY	SHANGHAI	CHINE
YZ	Senior International Internal Auditor	BRADY CORPORATION	SHANGHAI	CHINE
AG	Operation Manager	ACCENTURE	PRAGUE	REPUBLIQUE TCHEQUE
MHG	Junior HR Manager	THE BODY SHOP	DUSSELDORF	ALLEMAGNE
JG	Business Director	SWARMIZ	BARCELONA	ESPAGNE
EF	Responsable des OSC	BNP PARIBAS	MADRID	ESPAGNE
CN	Administratif	IBM	MADRID	ESPAGNE
ML	Directeur Général	LABORATOIRES STANDA	CAEN	FRANCE

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AD	Consultant	PWC	MONACO	FRANCE
AD	General Manager	SULLIVAN	NOUMEA / NOUVELLE CALEDONIE	FRANCE
AD	Sales Manager Footwear-Sportstyle	LE COQ SPORTIF	PARIS	FRANCE
AD	Acquisition Marketing Director	MEETIC	PARIS	FRANCE
SD	Resp. développement de la ligne "Men Collection Sud Est"	ESPRIT FRANCE	PARIS	FRANCE
IEJ	Analyste Crédit	BNP PARIBAS	PARIS	FRANCE
GL	Financial Analyst	BOHAN GROUP	SAN FRANCISCO	FRANCE
CE	Directrice du Centre de Chirurgie Orale et Implantologie de Toulouse	CENTRE CHIRURGIE ORALE ET IMPLANTOLOGIE	TOULOUSE	FRANCE
SA	Global Client Executive	PWC	LONDRES	GRANDE-BRETAGNE
ED	Merchant Banking Division	GOLDMAN SACHS	LONDRES	GRANDE-BRETAGNE
QD	Client Services Associate, Capital Markets	ALPHA SIGHTS	LONDRES	GRANDE-BRETAGNE
HD	Marketing Manager	KPC	LONDRES	GRANDE-BRETAGNE
CE	Digital Account Manager	DAN	LONDRES	GRANDE-BRETAGNE
MLF	Account Manager	TRANSPERFECT	LONDRES	GRANDE-BRETAGNE
AG	Director, Debt Origination	BANQUES POPULAIRES	LONDRES	GRANDE-BRETAGNE
JG	Operations Analyst	FULCRUM ASSET MANAGEMENT	LONDRES	GRANDE-BRETAGNE
NH	Deal Desk Analyst	VIRTUSTREAM	LONDRES	GRANDE-BRETAGNE
SH	Middle Office Analyst	TRAILSTONE	LONDRES	GRANDE-BRETAGNE
FJ	'Director Of Derivating And Aging Advisory	NM ROTHSCCHILD &	LONDRES	GRANDE-BRETAGNE
AL	Commercial Manager	DIXONS CARPHONE	LONDRES	GRANDE-BRETAGNE
LM	European Head Of Relationship Clients And Govt	BLOOMBERG	LONDRES	GRANDE-BRETAGNE
CM	Managing Director - Fixed Income Leveraged Finance	CITIGROUP GLOBAL MARKETS	LONDRES	GRANDE-BRETAGNE
SA	Field Marketing Manager	INTERCOM	LONDRES	GRANDE-BRETAGNE
CD	Senior Manager	LONDON CHAMBER OF COMMERCE	LONDRES	GRANDE-BRETAGNE
SB	Associate	GOLDMAN SACHS	LONDRES	GRANDE-BRETAGNE
MG	Financial Analyst	BNP PARIBAS	LONDRES	GRANDE-BRETAGNE
PMG	Management Accountant	KORN FERRY INTERNATIONAL	LONDRES	GRANDE-BRETAGNE
GG	Gérant	DECKODE	LONDRES	GRANDE-BRETAGNE
AJ	Financial Application Developer	BLOOMBERG L.P.	LONDRES	GRANDE-BRETAGNE
ML	Inside Sales Representative	APP ANNIE	LONDRES	GRANDE-BRETAGNE
PDC	Financial Industry Solutions Consultant	DELOITTE TAX & CONSULTING	LUXEMBOURG	LUXEMBOURG

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GG	Vice President	BLACKROCK	LUXEMBOURG	LUXEMBOURG
SJ	Fund Manager	VICTORY ASSET MANAGEMENT	LUXEMBOURG	LUXEMBOURG
BL	Financial Controller	KARTESIA	LUXEMBOURG	LUXEMBOURG
EM	Assistant Team Manager / Collateral Management	CACEIS	LUXEMBOURG	LUXEMBOURG
CG	Gérant	CLAIR DE LUMIERE	CASABLANCA	MAROC
YM	Middle Office-Risk Management Unit	BMCE CAPITAL	CASABLANCA	MAROC
SD	Chargée du développement Harmonisens	Cats monaco	MONACO	MONACO
MAN	PDG	MALO SARL	BAMAKO	MALI
RR	Global Head Of International Mobility	ING GROUPE	AMSTERDAM	PAYS BAS
JG	Head of GMO Securities-Equities Settlement SLAB	BNP PARIBAS	LISBONNE	PORTUGAL
OD	Co-Gérant et Créateur	NEXTGEN GROUP	DAKAR	SENEGAL
DF	Chef division comptes Multinationales	ECOBANK TOGO	LOMÉ	TOGO
LC	Financial Accountant	MANULIFE FINANCIAL	BOSTON	USA
MLG	Global Account Director	LIONBRIDGE	BOSTON	USA
SM	Vice President, Strategy & Planning	KHJ INTEGRATED MARKETING	BOSTON	USA
NDO	Senior Benefit Consultant	GO HEALTH LLC	CHICAGO	USA
BM	Chief Operational Officer	CO CART	CHICAGO	USA
ED	General Manager	PLANET SURF HAWAII LLC	HONOLULU	USA
MD	Technical Sales & Marketing	VILMAR SA	HOUSTON	USA
NC	West Coast Operations	LA COLOMBE TORREFACTION	LAS VEGAS	USA
DP	Executive Director	CISCO SYSTEMS	LOS ANGELES	USA
PG	USCAN Commercial Finance Analyst	CYTIVA	MALBOROUGH	USA
AB	Director-International Business Development	TELESWITCH TELECOMMUNICATIONS	MIAMI	USA
BN	Vice-Présidente	CERAMICA ETC	MIAMI	USA
JN	Accountant	SPS COMMERCE	MINNEAPOLIS	USA
GB	Senior Consultant	ERNST & YOUNG	NEW YORK	USA
KB	Senior Research Analyst	OPTIMA FUND MANAGEMENT L.P.	NEW YORK	USA
LB	Vice President, Futures Clearing Sales	RBC CAPITAL MARKETS	NEW YORK	USA
PYD	Senior Financial Analyst	AIG	NEW YORK	USA
ADB	Business Development Associate	LOOKBOOKER	NEW YORK	USA
BD	Sales Planner	CNN INTERNATIONAL	NEW YORK	USA
GG	Associate Director of Programs	THE WORKING WORLD	NEW YORK	USA

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EG	Business Developer	THE LAW OFFICES OF MG	NEW YORK	USA
KK	Finance Project Manager	NYU LAGNONE HEALTH	NEW YORK	USA
LL	Financial Analyst	GOLDMAN SACHS	NEW YORK	USA
EL	Associate M&A / Fusion & Acquisition	MESSIER MARIS & ASSOCIES	NEW YORK	USA
FM	Sale Rentan Manager	SITC	NEW YORK	USA
SM	E Boutique Manager	CARTIER	NEW YORK	USA
AM	Finance Office Manager	IMPROVE INC.	NEW YORK	USA
SM	Guest Service Coordinator	NOVOTEL NEW-YORK	NEW YORK	USA
CNE	Consultante	ERNST & YOUNG	NEW YORK	USA
MC	Senior Manager	DELOITTE & TOUCHE LLP	PHILADELPHIA	USA
ID	Project Associate	THE MELIOR GROUP	PHILADELPHIA	USA
BE	E-Commerce Manager	NETGUEST	PHILADELPHIA	USA
RL	Assistant Trader	FINANCE BOURSIERE	PHILADELPHIA	USA
BL	E-Commerce Catalogue Manager	UNITED REFREGERITION	PHILADELPHIA	USA
YE	Directeur de la Stratégie et du Marketing	CITY OF PHILADELPHIA DEPARTMENT OF COMMERCE	PHILADELPHIA	USA
EB	Financial and Budget Analyst	FOXCODE	PHILADELPHIA	USA
BND	Operation Manager	SSC SERVICE SOLUTIONS	PHILADELPHIA	USA
JA	Director / Risk Management	PENN NATIONAL GAMING	PHILADELPHIA	USA
LC	CEO	PRINCETON CORKSCREW WINE SHOP	PRINCETON	USA
SC	Business Risks & Controls Analyst	USAA	SAN ANTONIO	USA
AC	CEO	DAYLIGHTED	SAN FRANCISCO	USA
SL	Head of Marketing & Strategic Planning	COSMO SUPPLY LAB	SAN FRANCISCO	USA
NS	Executive Director, Global Product Development	GUTHY - RENKER CORP.	SANTA MONICA	USA
PA	Human Resource Business Partner	FONDS MONETAIRE	WASHINGTON INTERNATIONAL	USA
JC	Strategic Growth Manager	DEFENSE TRADING CORPORATION	WASHINGTON	USA
HKT	Sr. Billing Analyst	NEUSTAR INC.	WASHINGTON	USA
AD	Financial Analyst	WORLD BANK GROUP	WASHINGTON	USA
VD	Financial Analyst	WORLD BANK	WASHINGTON	USA
JRG	Financial And Administrative Director	URBAN PACE	CAPE TOWN	AFRIQUE DU SUD
JC	International sales support and customer service	LOACKER	ZONA ARTIGIANALE AUNA DI SOTTO	ITALIE
EN	Country Manager	ALMAVIVA	ROMA	ITALIE
AG	Mark/Coo Sté Générale Seoul Branch	STE GENERALE - CORPORATE & INVESTMENT BANKING	SEOUL	ITALIE

## Notes

# Our graduates around the world







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