

# BENOIT SARRADE

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ADDED VALUE – **PEOPLE-ORIENTED, CREATIVE, ENTREPRENEURIAL**

Career prospects < **JOB COACH, TRAINER, RECRUITMENT CONSULTANT** >

## EXPERIENCE

**Operations Coordinator** at Uber Brussels (5 months / Sep '17 – Feb '17)

- **Front-end support** – Training and onboarding partners onto the system; problem resolution and advisory regarding performance and logistics efficiency
- **CRM improvement** – Survey design; Event planning for partners
- **GLH processes improvement** – Data analysis and improvement of processes to increase support efficiency

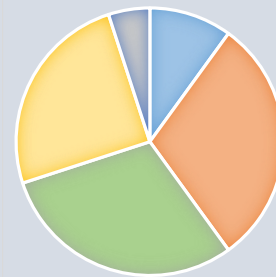
**Business Developer** at UberEATS Brussels (1 year / Sep'16 – Sep'17)

- **Business Development** – Analysis and assessment of data regarding restaurants quality; Prospection of new partnerships and negotiation of contracts and partnership conditions
- **Strategic Planning & Execution** – Launch in Brussels and elaboration of short-term/mid-term strategy with team of sales, operations representatives and account managers on a weekly basis; Launch in Waterloo & participation in launch of Antwerp
- **Marketing Planning & Execution** – setup of promotional events, creation of marketing actions for visibility, customer acquisition and retention and hosting (Food trucks in Diegem, thematic weeks, UberEATS in your favorite bars, back-to-school communication with ELLE magazine)
- **Customer Management & Advisory** – Follow-up on satisfaction of partners, listen and turn new ideas into actions (menu creation, visibility optimization online through various channels)

**Marketeer Assistant** at Bourjois (Summer Job – 2013 and 2014)

**Business Analyst** at Bourjois (Summer Job - 2012)

## SKILLS



- SQL
- Office
- HTML
- CSS
- jQuery

## LANGUAGES



A2



B2



C2

## EDUCATION

Master's Degree in **Management Science** (2014-2016) at Solvay – SBS-EM – Magna Cum Laude

Exchange Semester in Guangzhou, China (2015) at Sun-Yat-Sen University (中山大学)

Bachelor's Degree in **Economics** (2011-2014) at Solvay – SBS-EM

## INTERESTS AND SIDE PROJECTS



Volunteering Project Developer (French Classes for Asylum Seekers) at **Serve the City**



**Backpack traveling** (next destinations: Central Asia & Greater Caucasus)



**Capoeira, Badminton, Swimming and Fitness**



Project about animals rights, plant-based food and **ecological technologies**

IMMEDIATELY AVAILABLE