MRS IHSSANE BOUHYAOUI

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22 September 1991
Belgian

Profile

Holder of a Master's Degree in Translation in EN/CH/FR, I followed as well a training on international trade and succeeded in a participative finance Executive Master at Louvain School of Management. I strongly believe that my experience in different countries (China, Singapore, Benin, Belgium), my improved communication skills and my pleasant personality makes me a perfect candidate to fit in your unit. On top of that, some useful IT knowledge and my resilience in several fields will surely provide you a competitive asset for your business.

Experience

July 2020 - Now

Sales Consultant at Bechtle (Brussels)

(Leading German IT company working for European Union Institutions)

- Manage the order process for a portfolio of institutions from A to Z, **recommend and explain products, communicate thoroughly with the customer , nurture relationships, use data to achieve goals**

- Special projects to improve internal processes

Aug 2017-July 2020

Sales Representative for EMEA at TERUMO BCT (Brussels)

(Global Japanese/American Healthcare company)

- Responsible for **interactions with a portfolio of distributors** in the EMEA area (**info about product and service**, orders **management in SAP**, returns, complaints…)

- Actively participates in cross-functional continuous improvement initiatives to **improve quality,** increase efficiency, compliance and improve customer **satisfaction**

June 2015 to June 2017

International Sales Advisor at ISFIN (Brussels)

(A Belgian startup company specialised in marketing for Emerging Markets)

- Business Development, Marketing, Project Management, Recruitment, Training, Event Planning, Networking

January to May 2014 **Project Coordinator at Globibo (Singapore)**, A mid-sized translation bureau where I learned to manage small projects within deadlines

June to Aug 2013 **Internship at CAPSUGEL (Pfizer)** in Suzhou, China where I was leading a Total Quality Management (TQM) project in cooperation with the HR and Marketing departments and teaching English to my Chinese colleagues

Jan to May 2013	**Subtitler for the BSFF** (Brussels Short Film Festival) in Brussels translating and live projecting them in cinemas
Summer 2013	**Volunteer in a solidarity project in Benin** with the Belgian NGO 'QUINOA' to help develop a local sustainable project for microcredit for women
June to Dec 2009	**Seller in a Belgian Chocolate Factory** in the heart of Brussels

Studies

Sep 2009 to June 2014   **Bachelor and Master in Translation and Interpretation at ILMH (Brussels)**

- English/Chinese/French
- Multidisciplinary option with legal and economics seminars
- 6-month Erasmus at SISU (Shanghai International Studies University)
- Thesis: translation of the biography of the Shanghai gangster Du Yuesheng
- Graduated with great distinction

2016   **Executive Master in Participative finance** at Louvain School of Management (UCL) on employer's request (ISFIN) during a year

<u>Additional Courses:</u>

2015   **Import-Export Assistant Program** (5 months) from Brussels Invest and Export, to understand the keys of foreign trade (Incoterms, logistics, marketing and negotiation, billing, insurance, customs, etc.)

2014   **Master in International Trade** at EFP Brussels, an international trade course I followed for a year in the weekend to know how to Conduct Market analysis, anticipate needs, provide solutions, negotiate contracts, advise and monitor, etc.

Skills

Polyglot (English, French, Dutch, Chinese, Arabic)
Organised and Meticulous
Solution-minded
Strong communicator **(Certificate in Advanced Communication)**
Creativity
Strong affinity for new technologies (Microsoft Suite Advanced knowledge, SAP, SFDC, Navision, Dreamweaver, SDL Trados, WordFast, EZ Titles)
Curiosity and fast learner
Great adaptability
Stress resistant
Cross-cultural Awareness
Holder of the EFAC (European First Aid Certificate)

References

Provided on request.