



# CÉLIANE-JOYCE NTSANGHA

## CONTACT

- +971568622473
- Dubai - United Arab Emirates
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## SKILLS

Adaptable  
Priority Management  
Multi-tasking  
Efficient Communication  
Stress Management

## SOFTWARES

Microsoft Office Suite  
ERP Mersen : JDE Edwards  
Géode  
ERP Lallemand : Lewis  
Lems  
Unix  
Citrix

## LANGUAGES

French - Native  
English - Fluent  
Italian - Intermediate

## SUMMARY

Export Logistics Coordinator with 5 years of experience in managing goods flow , coordinating international operations and managing clients/ distributors across the electrical and pharmaceutical sectors.

My expertise in solving complex problems and my diligence not only contributes to the performance of the business but ensures great client satisfaction. Great communication between all parties involved represents one of my priorities and greatest strength. With significant experience in Canada and France, I am adaptable and comfortable with change.

## EXPERIENCE IN CANADA

### Customer Service and Logistic Advisor

**Lallemand Health Solutions - Canada • November 2021 - April 2025**

- Team Coordinator – Liaison between the three factories, freight forwarders, AQ, CQ, and customers
- Primary point of contact for B2B client
- Conducting weekly meetings with 3 production sites
- Follow up on all upcoming shipments and any delays
- Participate in the analysis and confirmation of international and inter-company orders
- Establish a pick-up schedule and coordinate the preparation of orders
- Organise and prepare shipping documents packing lists, certificates of origin, sanitary certificates in accordance with Canadian, US and International customs regulations, laws and formalities in hand in hand with the customs broker
- Plan and Coordinate the transportation (air and land) of the goods with freight forwarders, courriers
- Handling and solving any and all customs issue (USA, Turkey, India, Indonesia, Korea, Malaysia, Vietnam)
- Ensure delivery, obtain proof of delivery and update the ordering software
- Manage relationships with third-party vendors, suppliers, and carriers, ensuring timely and cost-effective services that align with client requirements.
- Maintains records, from the order receipt to the delivery, including final invoices
- Liaison with the various internal departments of the company
- Collect, analyze, and report on key operational metrics , identifying areas for improvement and implementing corrective actions.
- Training of recruits



LALLEMAND SOLUTIONS SANTÉ

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## EDUCATION

**Bachelor in International Business  
and Modern Languages**  
English - Italian  
Jean Moulin University - Lyon - France

Acquired skills: Incoterms, Management,  
International transportation mode and  
payments methods, Economics, Accounting,  
Law, Intercultural Awareness, Translating

## INTERESTS

Travelling  
Selfcare  
Fitness  
Cosmetics

## REFERENCE

Carmenza Gonzalez  
**Customs Compliance & Logistics  
Manager**  
Phone : +1(514) 443-7383  
E-mail: cgonzalez@lallemand.com

## EXPERIENCE IN FRANCE

### Export Sales Assistant

**Mersen France SB SAS • September 2019 - November 2021**

- Primary point of contact for customers in the company : South East Asia, US, Oceania, South America
- Direct contact with carriers, customs, internal suppliers
- Direct relationship with the B to B distributor (mail or phone)
- Administrative management of export customer portfolio:
  - Registration and follow-up of orders
  - Monitor the processing of orders and check that the distribution is running smoothly
  - Coordinate international shipments (air, land and sea)
  - Processing of export documentation
  - Dispute management
- Procurement and lead time management
- Key account management (Schneider)
- Keep track of invoices and prepare reports to expedite the billing process.
- Ensure that shipments are in compliance with the laws and regulations governing the export industry.
- Maintain accurate records of logistics activities, including shipping documents and inventory logs.
- Follow-up of the commercial satisfaction
- Issue of price lists



### Customer Service Experience

**Monoprix GBL • July 2017 - September 2019**

Over two years, I held various positions at Monoprix, all requiring direct interaction with customers and a strong focus on customer satisfaction.

- Shelf Stocker (Summer 2017)

Ensured the availability and presentation of merchandise by restocking shelves, implementing promotional displays, and maintaining product alignment. Assisted customers with inquiries and provided personalized service to meet their needs.

- Cashier Hostess (Weekends, September 2017 - June 2019)

Delivered a seamless checkout experience while maintaining a friendly and professional demeanor.

Welcomed customers, provided store information, and addressed customer questions or concerns.

- Clothing Sales Associate (Summer 2020)

Advised and assisted both local and international customers, ensuring their needs were met with tailored recommendations.

Managed the organization and presentation of clothing during sales periods and prepared the store for the launch of new collections.

**MONOPRIX**