



Youssef ABDOUN

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Proactive **customer-orientated sales and supply chain professional**, with over **6** years' experience within **Cummins**, seeking more challenging experiences.

EXPERIENCE

EMSDP Associate (European Marketing & Sales Development Program)

Cummins Inc. Lyon, France

September 2021 – August 2023

A 2-year program split in 3 rotations of **8 months each**:

→ Business Development Specialist – EBU

- Usage of external, internal and historical market data (PSR, OHR, DESA and internal account teams), to identify and classify areas of potential future Off Highway business opportunities in Europe
- Provide overview of OEMs transitioning to alternate power
- Provide recommendations on order of prioritization of new business/actions to grow share of wallet at existing customers
- Participate in VOC & VOB

→ Account Specialist – Volvo integrated account management - CTT

- Ease the communication and maintain good relations between the customer and the different internal stakeholders (quality team, finance, customer service...)
- Following up on the different on-going projects & issues solving within the different stakeholders (PPAPs, phase-ins, EDI monitoring...)
- Follow up on the monthly financial statements (late payments, credit notes, warranties...)
- Support in the management of deliveries crisis
- Support during the management meetings

→ Corporate Communications – Europe ABO

- Work on Cummins employee engagement communications
- Manage the Europe ABO Communications site on Connect
- Participate in organizing communicating on a virtual conference and external event
- Support as a communications resource / advisor for Employee Resource Groups in the European region

Customer Service Representative & Demand Analyst

Cummins Filtration, Quimper, France

September 2019 – August 2021

- Management of major customer account portfolio
- Coordination between the customer and the plant (replenishment, scheduling, quality, warehouse, sales & engineering department)
- Demand analysis
- Transport organization
- Litigation management
- Participation in the phase in/out projects
- Implementation of a demand control process within the customer service department

Logistics Assistant Apprentice

Cummins Filtration, Quimper, France

September 2017 - August 2019

- Forecasting
- Demand & Inventory analysis
- Implementation of a level load process
- Coordination between the customer service and the material planners
- Delivery follow-up
- Implementation of standards work
- Business cases elaboration

Supply Chain Intern

IBM, Montpellier, France

May 2017 - August 2017

- Minimize the time-to-market
- Improve time-to-value
- Coordinate the delivery operations of major customer portfolio

HR Intern

Vinales Hotels, Lourdes, France

April 2016 - June 2016

- Setting up professional interviews and adjusting assessments interviews
- Implementation of the gender equality action plan in the Group's 10 sites

EDUCATION

Master's degree in Secure and Intelligent Logistics

Ecole Supérieure de Logistique Industrielle, Redon, France

September 2017-August 2019

- In apprenticeship with Cummins Filtration

Bachelor's degree in Supply Chain Management

Institute of Technology of Carlow, Carlow, Ireland

September 2016 - August 2017

Technical university diploma in Business and Management

Institut Universitaire de Technologie Toulouse III, Tarbes, France

September 2014 - August 2016

SKILLS

- Analytical capacity
- Problem solving
- Risk evaluation
- Easy to adapt
- Perseverant
- Listening skills

COMPUTING SKILLS

- Microsoft office
- SOMS (Sales order management system - CF Quimper)
- Trello
- Salesforce

LANGUAGES

- French: Fluent
- Arabic: Fluent
- English: Advanced
- Spanish: Elementary

CERTIFICATION

Leadership and Crisis management at the Military School of Saint-Cyr Coetquidan

Project Management (Cummins Certification – Rumst)

HOBBIES

Soccer, swimming, cooking & travelling.