



50 years old - Driving License - Massy (91300) France

Contact

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👤 Descamps Patrick


About Me

Experienced manager, open to challenges, available immediately with a very good relationship.

Experience gained in large companies in the private sector (air transport, tourism, pharma and mass retail), in NGO and as a freelancer.

Diversity of positions held: operations manager, customer relations center manager, internal consultant in organization and change management, customer relations manager, project manager and sales manager.

 LinkedIn

 Facebook

Education

Master's degree in organization and change management

ISG Paris

2013 to 2014

This master's degree helps develop solid managerial skills, trains future managers or consultants and also welcomes executives in companies wishing to accelerate their careers.

The management skills and knowledge acquired in this program are grouped around three main axes:

Define and understand the strategic objectives of companies by mobilizing tools for strategic analysis and by studying concrete cases of strategic innovation and business model change.

Implement these strategies by controlling operational, financial and human issues related to mergers / acquisitions, refocusing, internationalization, reorganization, implementation of information systems.

Mobilize the actors involved in the missions of change: these relational skills are developed through back and forth between theoretical knowledge (systemic, sociological, participative approaches ...) and implementation in the form of workshops. The students, thus put in situation, learn to work in team, to negotiate, to solve conflicts, to overcome resistances to the change.

BTEC Higher National Diploma of Tourism Production and Marketing

Gaston Berger Lille

1991 to 1992

- Knowledge of territories
- Customer relationship management
- Marketing and production of tourist services
- Organization and legal framework
- Management of tourist information
- General culture and expression
- Modern languages (2)

Diploma of Higher Education Foreign Languages Applied

Lille University

1989 to 1991

The program is the alliance of two fundamental areas: languages and economics and includes the following modules:

- History of civilizations
- Law
- Communication
- Marketing
- Management
- Modern languages (2)

Bachelor of Literature and Philosophy

Michel Anguier High School (76260 EU)

1988 to 1989

English, German, Russian

Experiences

Health prevention manager

AIDES - Since April 2022 - Full-time - Paris

- planning, development, implementation and operational monitoring of community health promotion, risk reduction and prevention actions
- management of a prevention team
- animation of the associative and militant life of the mobilization site
- monitoring of permanent activity indicators
- development of the network of partners with health operators and local institutional actors



Health prevention officer

AIDES - June 2020 to March 2022 - Full-time - Paris

In charge of health prevention, risk reduction and support for vulnerable groups. Authorized to carry out HIV and hepatitis B and C screening tests in mobilization centers and CARRUD in Paris.



Mission leader

AIDES - April 2019 to May 2020 - Full-time - Pantin



- Project leader Clinical study Prevention led by ANRS (French Public Agency for Research on AIDS and Viral Hepatitis) & AIDES 2017-2020. Community support in the PrEP (pre-exposure prophylaxis) consultations of the Paris Saint-Louis and Pitié-Salpêtrière hospitals.
- <https://www.aides.org/>

Real estate consultant

SAFTI - 2017 to 2018 - Freelancer - Massy - France



- Real estate consulting in Massy area
- Customer support for sellers and buyers
- Development of internal partnerships, inter-real estate firms, diagnosticians and notary offices

Head of Customers Relations

IKEA - 2015 to 2016 - Full-time - Evry - France



- Member of the Management Committee of the Customer Relations Center France: omnichannel contact center
- Supervision of internal and external call center delivery teams: 110 employees and managers.
- Interface with supply chain, depots and stores.

Change Management internal consultant

SANOFI - 2014 - Internship - Antony - France



- Mission of change management in a context of transformation of international, multicultural and matrix organization
- Development and implementation of a change scorecard.

Project manager call center & web

TUI FRANCE - 2012 to 2013 - Full-time - Levallois Perret - France



Transformation of several activities as part of the merger of its tour operators on the French market.

Customers and operations manager

TUI FRANCE - 2005 to 2012 - Full-time - Montreuil - France



- Management and supervision of "Travel Preparation" teams (e-tickets, vouchers, visas): 80 people
- Conduct of IS implementation projects with human, organizational and contractual impacts such as the development of a multi-brand BtoB and BtoC "travel documents" website in coordination with purchasing, legal and human resources departments.

Sales manager airports France / French overseas territories

TUI FRANCE - 2002 to 2005 - Full-time - Paris - France



- Management and supervision of the commercial teams of metropolitan and overseas airports: 50 people.
- Sales: development of last minute sales counters airports (x 10 in 2 years).
- Development of a customer quality charter and a crisis group procedure.
- Group crisis manager

Travel agency manager

TUI FRANCE - 1999 to 2002 - Full-time - Paris



- Management of several travel shops:
CTO: city ticket office: Paris 18th, Colombes, Reims.
- Management profit centers, commercial actions.

Ticket counter manager

TUI FRANCE - 1995 to 1998 - Full-time - Orly - France



- Airport Ticket Counter Manager
- Airport Customer welcome and assistance
- ATO: air ticket office: Orly, Roissy CDG.

Customer service agent

United Airlines - 1992 to 1995 - Full-time - Orly - France



- Customer service agent Orly airport (check-in, boarding passengers)

- Ticketing counter agent
- Concierge: Customer services for Businessfirst Class

Skills

Management

- Team Management
- Conflict Resolution
- Schedule Management

Project Management

- Project Planning
- Project Coordination
- Project Portfolio Management

Change Management

Change Management

Customer Service Management

- Customer Relations
- Customer Satisfaction
- Key Performance Indicator

Business Management

- Commercial development
- Partnership development

Communication

Internal Communications

Tools

- MS Office
- MS Project
- Amadeus

Financial Management

Budget Management

Languages

English

Interests

Travel

- Geography, history
- Frequent traveller (step out of the box)
- Aviation, aircraft

Sports

Running (2-3 weekly sessions)

Literature

Society, economy, politics