

Jean-Stéphan TOP

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born on January 9 1964
Belgian

website : <http://www.jstop.be>



Senior Manager Trilingual Fr/Nl/Eng / University degree

experience in multicultural business, BTB & BTC, direct and indirect sales,
account management, business process management, advertising.

business minded, sales and negotiation skills, people manager, autonomous,
stress resistant, flexible, enthusiastic, open for travelling.

PROFESSIONAL EXPERIENCE

January '17 to January '18	RST LOCATION S.A. : trucks and cars renting ☛ SITE MANAGER <ul style="list-style-type: none">◆ daily management of the company including 30 people◆ business development◆ agencies network development◆ It management◆ increase turnover with 7%◆ turnover : € 1,5 million
September '06 to November '16	ADAPTIVE MANAGEMENT : sales and management consulting ☛ CONSULTANT <ul style="list-style-type: none">◆ business development◆ business and sales coaching◆ management consulting◆ business process management◆ website creation, internet communication, advertising
January '03 to July '06	GROUPE AUTO2 : automobile distribution ☛ HR MANAGER and SALES MANAGER <ul style="list-style-type: none">◆ training plans / monitoring and coaching business◆ coaching and support to trade-related concessions directors◆ key account management◆ selection and recruitment / payroll / social elections◆ development of a new staff appraisal system◆ contact with the advertising agency (press) - weekly meeting◆ 220 people total workforce (workers and employees)
January '01 to December '02	SACI BELGIQUE : SME specialized in the distribution of supplies and office furniture ☛ COUNTRY MANAGER <ul style="list-style-type: none">◆ responsible for the daily management of the company including thirty people (employees and workers - wages - selection and recruitment)◆ key account management◆ interface between Belgium and the mother house located in Lyon◆ increase productivity (activity sales force) with 32%◆ turnover : € 7.5 million

January '00 to December '00	<p>MOBISTAR : telecom operator / data</p> <p>☛ DISTRICT SALES MANAGER</p> <ul style="list-style-type: none"> ◆ responsible for the sales team (14) of Brabant (Flemish and French parts) ◆ key account management ◆ recruitment, training and coaching ◆ achievement of the objectives : 100%
February '99 to December '99	<p>DANKA : copiers supplier</p> <p>☛ DISTRICT SALES MANAGER</p> <ul style="list-style-type: none"> ◆ responsible for the sales team (10) of Brabant (Flemish and French parts) ◆ recruitment, training and coaching ◆ achievement of the objectives : 100%
September '95 to February '99	<p>BELGACOM DIRECTORY SERVICES : phone directories B-to-C & B-to-B</p> <p>☛ DISTRICT SALES MANAGER</p> <ul style="list-style-type: none"> ◆ sales team management ◆ briefing with clients and publishing department to develop and to sell the advertising for the directories, key account management ◆ recruitment, training and coaching ◆ achievement of the objectives : 120%
October '91 to August '95	<p>RANK XEROX BELGIQUE : copiers, printers and document management</p> <p>☛ SALES CONSULTANT</p> <ul style="list-style-type: none"> ◆ managing and motivating a team of 5 senior sellers ◆ award for Best Sales Consultant in 1994 ◆ award for Best Sales Representative in 1993
October '89 to July '91	<p>ALEXANDER PROUDFOOT INTERNATIONAL : organizational and productivity improvement</p> <p>☛ SENIOR CONSULTANT</p> <ul style="list-style-type: none"> ◆ business process management and production management systems ◆ missions carried out in companies such as: Aldes (Lyon), La française des jeux (PARIS / MARSEILLE), Valourec (MONTBARD) ...

EDUCATION

University	<ul style="list-style-type: none"> ◆ K.U.L. 1991 Cyclus "Postgraduaat in de Bedrijfskunde" ◆ U.C.L. 1983-1988: Master in Social Psychology and Labour ◆ I.C.H.E.C. 1982-1983 : Commercial and Financial sciences
Other	<ul style="list-style-type: none"> ◆ Selor: Language Certificate C1 and B2: Dutch ◆ Dreamweaver, Fireworks, MySQL, Ms Office ◆ Project Management, Pro Source, 2011 ◆ Organization of social elections Partena 2004 ◆ The appraisal interview, Penta Management 2001 ◆ Account Development Strategy, Rank Xerox 1994 ◆ Professional Selling Skills, Rank Xerox 1992 ◆ Awareness Seminar group phenomena, UCL, 1988 ◆ "Successful Negotiations", Union of Sales Engineers SOLVAY 1987

HOBBIES

	<ul style="list-style-type: none"> ◆ computer, boating, diving, bike, playing guitar, crafts, tennis ◆ active in the Service Club 15 Nivelles - (Round Table 58 of Nivelles) ◆ trainer for different behavioral and business training seminars
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