

**09 Kenitra**  
**5 à 10 ans d'expérience**  
**Réf : 250308231009**

## Customer demand analyst

### Ma recherche

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Je recherche tout type de contrat, sur toute la région Occitanie, dans le Batiment.

### Formations

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**07/2018** : Master's Degree à IBN TOFAIL UNIVERSITY  
MASTER in LOGISTICS & SUPPLY-CHAIN; Bachelor in BUSINESS ADMINISTRATION

### Expériences professionnelles

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**11/2020 à ce jour :**

chez Fujikura Automotive sur Morocco

Manage SCM matters by organizing demand forecast received from customers & coordinating with relevant stakeholders.

forecast management & customer behavior analysis. work with Customer, sales team & supply chain to improve orders accuracy.

Establish targets for KPIs, track them & take actions to improve.

Management of returnable packaging between VW/Audi & Fujikura through the B2B Portal

Customers' Quality complaint analysis

**02/2020 - 12/2020 :**

chez Fujikura Automotive sur Morocco

workforce more than 3000 employees : Ensure the start-up of the plant after the 1st National confinement due to the Covid19 pandemic

Collaborating with all departments to ensure 0 accident vision . Ensure the interface with certification bodies & government authorities.

Managing the purchasing process with all suppliers in relation to the health, safety & environment function.

Identify the need, specify the requirement, find & choose a supplier, negotiate the cost, receive & approve the order, review supplier KPIs

consultation and visits of suppliers, technical evaluation, validation of invoices

**11/2018 - 02/2020 :**

Customer Demand analyst chez Fujikura Automotive sur Morocco

Manage the portfolio of Volkswagen, Audi & Lamborghini customers from receipt of orders to shipment of the finished product.

Analyze EDI fluctuations and contradict customers in case of Increases, Decreases, or Mix Change. Negotiation of delivery plans with

customers in the event of sudden fluctuations.

Processing of customer complaints in order to ensure the best customer service in terms of quality, deadlines and costs.

Update the KPIs of the Customer Service department by ensuring daily monitoring.

### Langues

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Anglais (Oral : courant / Ecrit : intermédiaire)

## **Atouts et compétences**

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invoices, Automotive Industry, AUTOMOTIVE, BUSINESS ADMINISTRATION, B2B, consultation, customer behavior, Customer Demand, Customer Service, Customer Service department, demand forecast, ERP, forecast, packaging, Purchasing, Logistics, Negotiation, Manage the portfolio, Project Management, Quality management system, Risk Management, safety, sales, stakeholders, inventory Management, Supply-Chain, Supply-chain Management, supply chain