

Nikodem Lefèvre

Sales and Customer Service Professional

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Summary

Resourceful sales and customer service professional with 12 years of experience in B2B and retail environments. Proven track record in establishing client relationships, growing customer bases, and supporting operational success in fast-paced sectors such as office supplies and consumer electronics. Experienced in prospecting and developing new business leads, consultative communication, and working with diverse client profiles. Currently pursuing additional credentials to expand into technology-focused solution sales. Adaptable, quick learner, and ready to transition analytical and interpersonal skills to global account management in the telecom industry.

Experience

Staples Solutions France

Account Representative – B2B (Office Supplies & Solutions) | 01 Jul 2019 – Present

Managed portfolio of 80+ small and mid-sized business accounts, handling order inquiries, service issues, and contract renewals. Prospected for new clients through LinkedIn outreach, networking events, and targeted cold calls; generated an average of 8 qualified leads per month. Supported the regional sales team in preparing and delivering basic product/service presentations to business clients (remote and in-person). Maintained up-to-date records in company CRM system (Salesforce); prepared weekly sales and client follow-up reports. Collaborated with logistics and operations teams to ensure timely delivery and resolve customer concerns. Assisted with in-store business events promoting office technology, but not directly managing telecom or data services.

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FNAC

Sales Associate – Consumer Electronics | 01 Sep 2013 – 01 Jun 2019

Advised customers on the features and benefits of computers, mobile devices, and networking equipment; recognized for strong customer satisfaction scores (exceeded 90% positive feedback in annual reviews). Supported B2B sales representatives by passing along qualified business customer leads from the store floor. Conducted product demonstrations and answered questions for small business owners evaluating technology solutions, such as Wi-Fi setups and home office gear. Handled POS transactions, cash reconciliation, and processed basic contract paperwork. Assisted with stock counts and ensured product displays were up to date. Developed basic knowledge of office IT needs and telecom product lines, but no hands-on experience delivering connectivity services.

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Carrefour City (Supermarket with Telecom Booth)

Customer Service Assistant | 01 May 2011 – 01 Feb 2013

Provided customer assistance at checkout and in non-food departments, including occasional support at the in-store SFR telecom booth (general customer queries; directed complex or sales-related telecom inquiries to specialist staff). Managed inventory and ensured compliance with store merchandising guidelines. Assisted with store opening/closing duties, cash register balancing, and day-to-day floor operations. Supported roll-out of basic customer loyalty program and collected sign-ups.

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- Managed inventory and ensured compliance with store merchandising guidelines.
- Assisted with store opening/closing duties, cash register balancing, and day-to-day floor operations.
- Supported roll-out of basic customer loyalty program and collected sign-ups.

Career Gap

Career Break | 01 Mar 2013 – 01 Aug 2013

Traveled in Southeast Asia and completed a short-term language course.

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Education & Training

Bachelor, Business Administration

Université Paris-Est Créteil

01 Sep 2007 – 30 Jun 2010

Training, Solution Selling

Coursera

– 31 Dec 2022

Skills

Sales & Customer Service

Languages

French | – Present

Native

English | – Present

Professional proficiency; TOEIC 915

Certifications & Credentials

AA-ISP Certified Inside Sales Professional | – Present

AA-ISP

Certified Inside Sales Professional (AA-ISP) – Expected 2024

Microsoft Office Specialist (Word, Excel) | 2016-01-01

Microsoft

Microsoft Office Specialist (Word, Excel) – 2016

Awards

Top Customer Satisfaction Performer | 2017-01-01

FNAC

Received “Top Customer Satisfaction Performer” award at FNAC (2017).

Projects

Targeted Outreach Initiative | – Present

Gained recognition for increasing qualified lead pipeline by 15% year-over-year at Staples Solutions France by implementing a targeted outreach initiative.

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Regional Sales Process Improvement | – Present

Supported a team project at Staples for regional sales process improvement, which reduced service inquiry response times by 12% (participant).

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Interests

Cycling | – Present

World cinema | – Present

Technology podcasts | – Present

References

Available upon request.