

RUBÉN D'ALVARD

OPERATIONS MANAGER • CUSTOMER SERVICE LEAD • BUSINESS DEVELOPER

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🌐 [linkedin.com/in/rubendalvard](https://www.linkedin.com/in/rubendalvard)

Trilingual FR-ES-EN | 15+ years of cross-sector leadership

Operational manager with strong experience in **site management, customer service excellence, and commercial development**. Proven ability to optimise processes, lead teams, improve service quality and drive business performance. Background across **hospitality, retail, automotive, services and entrepreneurship**.

CORE SKILLS

Operations: workflow optimisation • quality control • stock & suppliers • HACCP • KPIs

Customer Service: escalations • satisfaction • conflict resolution • coaching • SLA

Business Development: prospecting • negotiation • revenue growth • market analysis

Management: team leadership • planning • training • performance monitoring

Tools: CRM • ERP • Google Workspace • Microsoft 365

Languages: French • Spanish (native) • English (professional)

PROFESSIONAL EXPERIENCE

Operations Site Manager – NAM6, Montpellier – 2025 – 2026

- Daily operations leadership and team coordination
- Process optimisation and service quality improvement
- KPI monitoring and operational reporting
- Stock, suppliers and HACCP compliance management

Operations Director / Entrepreneur – France's Best Tex-Mex, Montpellier – 2019 – 2023

- Full P&L and operational management of a hospitality business
- +20% customer satisfaction through service standard optimisation
- Cost control, purchasing, supplier relations, hygiene & quality
- Team leadership, scheduling, training and performance follow-up

Customer Service Advisor – Audi / Groupe DBF, Montpellier – 2017 – 2018

- Customer relations, complaints handling, service desk operations
- Workshop coordination: planning, repair orders, intervention follow-up
- Team animation (12 technicians + 4 service agents)
- Upselling and service offer promotion

Deputy Branch Manager – La Poste / Banque Postale – 2014 – 2016

- Commercial performance management (banking, mail, parcels)
- Leadership of a 12-person sales team
- Service quality improvement (ISO 9001)
- Customer relations, merchandising, risk prevention

EDUCATION

- Master's Degree in Management – IAE Montpellier
- Operational Management Certificate – CNAM
- Marketing Degree – ITESM (Mexico)

ADDITIONAL INFORMATION

Driving licence • Adaptability • Leadership • Customer focus • Problem-solving