



BOUSSEBISSI Kamel

Responsible of Service & Industrial Performance

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Profile

Highly accomplished professionally with over **18 Years** experience of successfully coordinating the activities of various departments concerned with the production, pricing, sales, distribution of solutions & services.

- Having the right gravitas to deal with C levels and having an excellent commercial approach to solve problems, develop business processes and to support customers throughout the entire lifecycle of their equipment.

Target : Looking for a new and challenging managerial position, one which will make best use of my existing knowledge and experience and also further my personal and professional development.

Competences

Process optimisation	● ● ● ● ●	Strenght of proposal	● ● ● ● ●
Project Management	● ● ● ● ●	Team spirit	● ● ● ● ●
Analytical Skills	● ● ● ● ●		

Language

- English
- French
- German

Education

2010 – 2012
London, Uk

EMBA CASS BUSINESS SCHOOL, UAE
Executive Master Business Administration (Business Strategy, Finance, Marketing Strategy, Marketing Communication, Manufacturing Strategy).
Business School City University London (Classé Top 10 par the Financial Times

2001 / BTS

BTS (Mechanique Automatisme Industriel) Project Management, Technologie, Electronique, Informatique and automatisme.

1998

BACCALAUREAT STI - (Science Technique Industrielle)

Professional Experience

2019 - 2024

FSEWORKS

Technical /Sales director

- Create a customer portfolio in Middle east / Africa to offer qualified resources on maintenance service to packaging customer .
- Identify needs and process to improve using 5S Method, cost, Fisherbones .

Key achievements:

- Create and develop a Service company .

2019 - 2022

FACTORY DONUTS

Director Associate

- Supporting and driving a project to create a coffee shop , installing a food truck container at Nice gare station (90 000 Eur revenue).

2017 - 2019

KRONES AG Neutraubling

Key Account Manager - PEPSI Int.

- Responsible for PEPSI International in Middle east and Africa after sales .
- Managing New complete line as Project Manager and LCS businesses.
- Managing a team of 90 technicians worldwide in a busy work environment LCS.

Key achievements:

- Increased turnover from 25 M Euro to 30 M Euro in LCS / retrofit project

2014 – 2017

SIDEL GULF DUBAI Branch , TETRA PACK Group

Life Cycle Manager /BDM

- Focused on innovation to maximize efficiency & reduce OPEX.
- Covering customers in the Africa / Middle East Countries.
- Implementing the right tools to support customer need for packaging development.

Key achievements:

- Increased turnover from 5,3 M Euro to 8 M Euro within 3 Years in LCS .

2011 - 2014

Giesecke & Devrient Dubai

Senior Service Project Manager

- Anticipating, Planning and coordinating large scale deployments and Maintenance projects of Banknote Processing Machines and Software Platforms to Central Banks and Commercial Banks.
- Internal coordination with Project Management, Logistics and Sales departments

- Responsible for managing a dedicated pool of 25 Service Engineers from various nationalities.

Key achievements:

- Increased turnover from 11.5 M Euro to 15.5 M Euro in Maintenance Contract (36% growth)
- Collaborating in communication strategy for GCC and Africa Market

2006 – 2011

SIDEL GULF DUBAI Branch , TETRA PACK Group

Customer Service Manager

- Entry point for customers in the Middle East in after sales
- Selling Spare Parts and New Solution to upgrade the lines.
- Plan and negotiating yearly maintenance contract.
- Recruit, train and Manage Field Service Engineers over the Middle East.
- Participation to the organization of SIDEL Stand at Drink Tech Exhibition.

Key achievements:

- Collaborating in Marketing and communication strategy for GCC Market
- **2011 - (31% growth)** Increased turnover from 4 M Euro to 5.8 M Euro.
- Gained 25 % of engineer resource activity and 38 % Margin of Spare Parts turnover.

2004 – 2006

SIDEL GULF DUBAI Branch , TETRA PACK Group

Field Service Engineer (Dubai, UAE)

- Overall project planning and schedule updating
- Technical Services, Troubleshooting and Train customer on new equipments.
- Installation, Implementation and commissioning of Turn Key Projects.

Key achievements:

- Coordinating Marketing and communication strategy for GCC Market.
- Successful implementation of projects in GCC.
- Built a strong and trust relation with customers around the GCC, i.e. PEPSI, Coca Cola.

2001 - 2004

SIDEL GULF DUBAI Branch , TETRA PACK Group

Field Service Engineer (France)

- Based in France travelling over the world as Installation coordinator.
- Troubleshooting & diagnosis of blow molding machines.
- Audit on existing equipments to evaluate the overhaul cost.
- Process to improve quality products (Pet Bottle, Can, Glass).
- Trained Maintenance Engineers, operators.

Key achievements:

- SIDEL Machine overhaul
- Analyze and review maintenance and production reports to pinpoint chronic problem area and take corrective action.
- Share SIDEL Expertise with customers by providing proper training