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FIELD SERVICE MANAGER

French and English

WORK EXPERIENCE

Sept. 2021
(Currently working)

Field Service Manager France & North Africa – Customer Service
MAREL (France) Food Processing

- Responsible for local management of a field service team (45 persons covering operational and administrative staff) that is fully capable of fulfilling customer demand for field service activities
- Monitor employees' work levels and review work performance by KPI benchmarking
- Ensures that all Installations, planned maintenance, repairs, Emergency Support and special projects executed by the service teams, are delivered on time and within budget and that the reporting is completed
- Analyze information to determine needs for successfully planned installations, services, or repairs
- Continuously manage and monitor skills matrix, knowledge and experience to identify gaps
- Responsible for Health and Safety worker training, for site and working on Marel equipment
- Continuously follow up on process and system implementation to ensure that global policies are followed
- Align with Innovation on new products introduced to the market and ensure skills requirements are met in the market
- Occasionally accompany the Field Service Engineers on customer site
- Mentor employees on work-related issues and encourage employees to improve skill deficiencies to ensure employee job satisfaction
- Hold local team communication meetings
- Initiate personnel actions, such as hires, promotions, transfers, discharges, and disciplinary measures when required and conduct regular appraisals and performance meetings with next in line employees
- Monitor Service Engineers tools, test equipment and van stocks, as well as condition / maintenance of company car and other

property assigned, to ensure optimum availability and professional appearance in front of the customer

- Participate in field service management meetings and support industry/regional field service managers in setting directions, goals, strategy and compensation strategy for the operation
- Act as a management representative when visiting Customers premises, and dealing with such relations in a professional manner
- Seek support from industry/regional teams and escalate as necessary, according to defined process and time
- Monitor new products introduced to the market and ensure skills requirements are met in the market

July 2015 – August 2021

Field Service Manager Europe South – Customer Service

KODAK (France) Print Industry

- Team manager for France, Italy, Spain, Benelux of 10 application and training field engineers for the Workflow prepress solution (Software, Servers and CLOUD with MS Azure): installation/training/Assistance onsite and remotely
- Support of Service Regional Managers to optimize planning team resources within Europe South for installation & reactive calls (field engineer utilization and cost efficiency), handle escalation by field engineers through technical assistance, as well as sale's and service regional manager & customers relation handling; maintain resources knowledge and skill level through regular trainings, supervise performance and results of field engineers (Annual assessment interview)
- Working closely with Sale Regional's team and Technical Sale's Support to ensure working and reliable technical solutions and profitable services.
- Follow-up key accounts through detection of potential and trends and communicate to Sales Manager. Motivate field engineers to sale service/License/upgrade/contract when they are onsite (Lead Generation process)
- Report to EAME Service Manager and accountable for the P&L of service for Europe South
- Sale of Service Contract & professional services

Dec. 2010 – June 2015

Service Area Manager for France – Customer Service

KODAK (Maisons-Alfort, France) Print Industry

- Team manager of 8 application and training field engineers for the workflow prepress solution portfolio for France (software and Server)
- Team management: technical support, planning, trainings, expense approval, team building and motivation to reach the objectives, annual assessment interview
- Customer management: to handle claims, to issue invoices, to make quotation for service onsite, follow up service contract and participate to maintain customer install base
- Manage of service contracts: sale to customer, make quotation and redaction of service contract
- Analyze of need and quotation for onsite service (training, press/printer calibration, onsite assistance, upgrade system,

service professional for customization/automation of workflow processes), initiatives and actions for revenue generation

- Report to Sale Director (P&L) France-Benelux for the financial result and cost for the service
- Technical support for engineers and communication between European support, R&D, and Team.
- Audit System on site
- Technical sale support

May 2003 – October 2010

Application and training Engineer - Customer Service

KODAK (Antony, France) Print Industry

- Installation of pre-Press DELL servers (or Virtualization) and given training on Software Application solution: Prinergy, Evo, Pandora (for packaging), Preps (for edition), Web To Print, MIS connection (JDF), in training center at Paris (6 seats) or onsite, all-over France
- Training room manager (20 trainings per year), creation of the training catalogue, management of the material (6 Macs, 5 Dell Servers), planning of training sessions and team.
- Onsite troubleshooting for complex and sensitive cases

Oct.1989 – March 2003

Field Service Engineer on Prep-Press solution

HEIDELBERG (Tremblay-en-France, France) Print Industry

- Installation and troubleshooting of Hardware (CTP, CTF, Rotative and Flat Scanner, Rip) and software (Windows server)

EDUCATION

1988 - 1990

- **Diploma BTS**
Bachelor of technology (Electronic Technician)
- **Language**
French (native), English (fluent) and Spanish (Beginner)

ACTIVITIES AND INTERESTS

- Competitive Squash player, regular runner
- Nature trial, escape to the Sea, go mountain walking
- Diner with friends and family