



Frédéric BILLHARZ



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Swiss

18th December 1975

Administrative support & logistics Manager



Hard skills

Solid experience in administrative team management, logistics & document management

Demonstrated skills to bring and put in place pragmatic solutions

Proven knowledge of planification and organisation



Soft skills

Ability to adapt to various environment and interlocutors

Ability to communicate with ease and constructive

Able to propose and implement innovations



Professional Experience

September until now Administration and logistics Manager (Director) Geneva
[E-DEPANNAGES](#)

- In charge of administrative management, logistics, contracts and relations with suppliers
 - 🎯 Set up in 3 months only
- Management and coordination of service providers
 - 🎯 Negotiations and signing of contracts
- Consultant in Electronic Document Management (EDM) and physical archiving
 - 🎯 Client in different domains contracted
- Establishment of procedures and quality controls
- Creation of the visual identity

May 2009 – March 2016 Manager of the EDM & the archives (Executive Manager) Lausanne
[CA INDOSUEZ \(SWITZERLAND\) LTD](#)

- Manager of 18 employees in charge EDM, archives, confidential customers' data, Post and Holdmail
- Hiring, leading, coordinating and animating of multidisciplinary teams
 - 🎯 Reorganization of EDM and Archives teams and reduction of the turn-over to zero
- Creation and implementation of a tool to manage documents from arrival to archiving
 - 🎯 Resorption of accumulated delay in a few months and traceability of each document
 - 🎯 Yield multiplied by 5
- Negotiating benefits and prices with companies belonging to the group
 - 🎯 Billing multiplied by 3
- Complete revision and deep improvement of the archive catalog
 - 🎯 Creation of an IT database to guarantee the traceability of documents and requests for consultation
- Establishment of an archive destruction protocol in accordance with the Swiss standards in force

May 2009 – March 2016 Administration Services Manager (Assistant Vice President) Geneva
[BARCLAYS BANK \(SWITZERLAND\) LTD](#)

- Manager (8 employees) in charge of the following activities: EDM, archiving, filing of client files, signature verification, internal and external post, Holdmail, special dispatch to clients, managing clients' visits to the safe deposit boxes, ordering documents (letter-headed paper, business cards, bank account forms, etc.) as well as managing the stationery
- General Services Deputy Manager (15 employees) : security, receptions, desk service, services and resource planning the Department

- Implementation of a **document tracking system** from arrival to digitisation
- 🎯 Creation of an automated cover page with barcode to facilitate the work of each stakeholder
- 🎯 **Improved exchange of documents** within the Bank
- From the arrival of the documents sent to the front office, implementation of a fine analysis including the signature verification
- 🎯 Saving time and efficiency for all recipients
- Creation, drafting and intranet publication of **procedures** and **controls of service activities**
- Creation of all account opening documentation in collaboration with **the legal department and the printing company**
- Creation of an e-catalog containing containing all Bank documents to facilitate **stock keeping and orders**

February– September 2001	Assistant Director	Geneva
	<u>LEMAN TELECOMMUNICATION LTD</u>	
January– December 2000	Administrative associate & Freight forwarder	Geneva
	<u>HONDA (SUISSE) LTD</u>	
1995 – 1999	Freight forwarder	Geneva, Schaffhausen, Buchs (SG)
	<u>SCHENKER SWITZERLAND LTD</u>	



Languages

French	Mother tongue
English	Excellent command, both written and spoken (advanced level – C1)
German	Good command (1 year in German-speaking part of Switzerland – B2)
Italian	Good understanding (2 years of study)



Further Training

2015	Human resources risk management (Educom)
2014	Networking and self-marketing skills (Act Formation)
2013	Mind mapping technique (François BARRAS)
2011	Health and performance at work (Inkei Developement)
1995 - 1998	Commercial apprenticeship c/o SCHENKER SWITZERLAND LTD in Geneva
1992 - 1995	Geneva College



Certificates

1998	Federal Certificate of Proficiency in Commercial Business, “ 1st rank ”
1998	Diploma of proficiency in international freight forwarding, with good marks
1997	Certificate of knowledge of the French language and ability to write French commercial correspondence delivered by the Geneva Chamber of Commerce and Industry



IT Skills

Banking	Avaloq, S2I, Kofax, IBM OnDemand, Navision
Office	Excel, Word, Powerpoint, Visio, Sharepoint, IBM Notes, Acrobat Pro
Miscellaneous	Photoshop, Lightroom, Illustrator, Premiere Pro, Logmein Rescue, Logic Pro, Final cut pro
OS	Windows 10, Mac OS X, Linux



Hobbies

Opera singing
 Founder-President of HC Bernex-Flames, ice hockey, inline hockey, biking, running and skiing
 Photographs and aerial videos, fascinated by history and geopolitics

