



Emmanuel Breteaux

Head of Retail Manager

Paris, France

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Links

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Languages

French (Native)

English (Fluent)

German (Basic)

About

PS

BRANDS WORKED WITH

DieboldNixdorf/ Vélizy

Mi9 Retail

Experience

● HEAD OF PS RETAIL AREA WEST OF EUROPE

DieboldNixdorf/ Vélizy | Jan 2021 - Sep 2023

- P&L Management for West of Europe: 9 M€ à 10 M€:
- AOP and Budget definition
- Monthly Forecasts and budget management
- PS Team profitability (BU > 80%, GM > 40%)
- Turnover improvement by 7% on average /Year.
- PS Team of 25 to 30 people to manage International customers (Ahold Delhaize Belgium, Sephora, Kiabi, SystèmeU, Intermarché...):
- Delivery Services Management
- Customer satisfaction improvement
- Programs Management in AGILE mode - Capacity Model
- Relationship between different services : maintenance & support, sales, finance, presale, PS, R&D, Products, HR...



● OPERATIONS MANAGER -COO

Mi9 Retail | Mar 2003 - Jul 2019

- Internal and external relationships, teams progression and motivation (10 to 29 people)
 - PNL for professional services, monitoring and improvement of team profitability (Increase from 37% to 68% loaded in 3 years).
 - Standardization of processes, documentation and project methodology (Prince 2).
 - Creation of a 1st and 2nd line support service (up to 7 people).
 - Animation of a team of 25 to 30 people in the different tasks: pre-sales, projects, support, training, HR ...
 - European partners network implementation - Germany (10 people), Italy (50 people), Russia (100 people), Poland (10 people), Sweden (10 people), Denmark (30 people) ...
 - Interface between the different departments: commercial, pre-sales, project, support, R&D, HR, General Management ...
 - Digitalization processes and implementations (internal and external)
- MANAGEMENT

Education & Training

2019 - 2019

● Company

BUSINESS,

1996

● Ecole centrale d'Electronique

- ENGINEERING DEGREE,