
PERSONALIA

“Success loves preparation”. Building the future can only happen by having a strategy, clearing rubble and creating a foundation with measurable objectives. That is where my true strengths lie and what stimulates and motivates me and subsequently the people around me.

My expertise lies in Sales, Account Management and Supply Chain Management. I am a natural leader who seemingly combines corporate profit and efficiency targets with the development and empowerment of self-steering teams.

As an internationally experienced Supply Chain Professional with senior MT years under my belt I have a knack for devising simple effective solutions to complex situations. Instead of applying standard solutions, I always think through alternatives and approach challenges as well as strategic visions from new angles.

My creative urge for change and improvement makes me an ideal driver of success. With my common sense and sense of humour, I can be both inspiring and engaging. I believe in development, both for myself and for the environment around me. I stand up for what is necessary, even if that does not make me popular.



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CONSULTANCY

TOSARI BV

- **Sales Training – Seventrees (Consultancy in Financial Markets)** – July 2016
 - Creation and delivery of Sales Training
 - Organisation vision & mission, sales strategy, leads management, sales pitch, sales philosophy
- **Account Management Training – Adept (Software Company)** – December 2016
 - Creation and delivery of Account Management Training
 - Retention, strategy and KPI's
- **Teambuilding Workshop – Adept (Software Company)** – December 2016
 - Role play
 - Teambuilding exercises
 - Leadership of self
- **Account Management Consultancy – Seventrees (Consultancy in Financial Markets)** – March 2017
 - Retention strategy
 - Structure and Processes
- **Go to Market Plan Consultancy & Implementation – Quicargo (Logistics Platform)** – May – October 2017
 - Sales strategy

- Recruitment of new personnel
 - Creation and implementation of the Sales plan and responsible for meeting the KPI's.
 - Creation of Sales Scripts
 - Creation and delivery of Sales Training
- **EMEA Project Coordinator - [StorBridge Global](#) – April 2017 - current**
 - Customs Consultancy (export control)
 - Locate and screen local partners in different African countries

EMPLOYMENT EXPERIENCE

Expeditors International / April 2000 – February 2017

District Sales Manager (January 2015 – February 2017)

Responsible for Sales Organization in the Netherlands. Accountable for sales target of complete sales team.

Core activities:

- Part of Management Team (400 people personnel).
- Hire, assign and the train sales team members (21 FTE; 8 District Sales Executives, 3 Global Sales Executives, 2 Transition & Implementation, 2 Inside Sales, 5 Pricing Agents, 1 Business Analyst).
- Responsible for the creation and implementation of the NL Sales Strategy, corporate KPI's and the annual sales plan
- Responsible for sales of Supply Chain Solutions and the following products: Customs Brokerage, Trade & Customs Compliance Consultancy, Airfreight, Sea freight, Supply Chain Design, Warehousing, Order Management System, Control Tower Support and Road Freight.
- Experience in the following industries: Retail, Fashion, High Tech, Pharma, Oil & Energy, Aviation & Automotive.
- Implementation of the local sales processes (Leads Management, Active Prospect & Target Management, Territory- & Trade Lane Management)
- Periodic client Sales meetings together with the Sales Executives

Accomplishments:

- 3 of my team members were in top 10 President's Club (2 of them were top 3)
- All corporate KPI's were met
- Solid and mature team within one year

Customer Retention & Development Managers (January 2010 – December 2014)

Responsible for customer retention and business development in the Netherlands. Accountable for team's targets.

Core activities:

- Part of management team
- Creating and monitoring budget and hire staff
- Set up of a new team. Started with 4 and ended with 15 Account Managers up and running.
- Created Account Management Processes, based on corporate KPI
- Organize seminars and customer training
- Accountable for business development of all our active customers (2000 customers)
- Attend customer meetings with Account Managers
- Screen and review customer presentations and customer business plans, created by Account Managers.

Accomplishments:

- 50 top accounts were under an umbrella of an Account Manager
- Increased "Customer Intimacy" and sold more additional products
- Up-skilled a large number of Account Managers to a *Global* Account Position

- Coached other countries with their Account Management program

Corporate / Regional Account Manager EMEA (January 2005 – December 2009)

Responsible for customer portfolio of various Strategic Accounts within EMEA.

- Accountable for Account Business Plan, the Budget and the Travel Plan
- Responsible for “customer profiling” and “contact alignment strategy” within customer’s organization
- Responsible for partnership on executive level, “customer intimacy” and business development (20% growth of annual revenue)
- Regular business travel to Us, Asia and Europe
- Create and conduct Customer Business Reviews every quarter, analyse shipment data and share trends with customer and operations.
- Improve operational processes, monitor payment behaviour customer and negotiate service level agreements

Accomplishments:

- Monthly revenue of customer went from 25K to 2,1 million in 4 years
- Long term intensive relationships were built with customers
- Set up Compliance Mailroom programme for 25 offices in EMEA, with a Control Tower in the Netherlands

Human Resource Supervisor (April 2000 – December 2004)

Responsible for all HR related business

- Write, monitor, and implement Arbo Policy
- Recruitment of new personnel | termination of contracts | performance evaluations
- All VGEM related business | Salary Administration

Projects under my management:

- Organize monthly seminars and customer trainings on Customs & Trade Compliance, Air Freight Development, Supply Chain Design, Incoterms, Ocean Port) (2013 – 2016)
- Restructuring of the Customs Department (Aug – Nov 2016)
- Implementation of the new CRM system (2012 and 2013) including data transfer, end-user training (2012-2013)
- Setup of mentorship program for the Airfreight department (2013-2014)
- Coach the next generation leaders (2015 – 2016)

EDUCATION

Period	Education	Institute	Diploma
2014	Leadership Program (6 months) based on Stephen Covey’s bestseller	Expeditors	Yes
2012 - 2013	Customs Broker	EVO	Yes
2003 -2004	Master Class Employment Law	Avans Hogeschool	Yes
1996 - 2001	Human Resources (P&A)	Hogeschool van Amsterdam	Yes

LANGUAGE

Dutch – Mother tongue

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English – Fluent

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Spanish & French - Basics