

# OLIVIER CANDEUR

Service Manager for Asia-Pacific  
& Key-Account Manager in Japan

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Hyogo, Nishinomiya, Japan

兵庫県西宮市甲子園

**Multilingual Engineer** and **Multicultural Manager** with more than 6 years of experience from accurate **R&D** to **Sales** and **Customer support** across **Asia**. Flexible and **professional, driving teammates, products and projects** to success and excellence in various industrial environments and challenging applications.

**Dynamic** and open-minded in nature, I look forward to embracing the next challenges!

Currently open to positions in **Belgium** and surroundings.

## Who am I ?

Professional & Reliable


Trilingual & Multi-cultural


Result-oriented & Persevering


Communicative teamplayer


Perceptive & Dynamic

## Languages

 French: Native

 English: Professional (C2)

 Japanese: Professional (C1)  
日本語能力試験 N2

 Dutch: Notions (A2)

## Skills

Project & product management

Diplomatic leadership

Multidisciplinary analytical skills

Pro-active communication & teaching abilities

Stress reliance & organization

Versatile programmer  
C#, VBA, JS, PHP, HTML, DOS... SVN

CAD & Simulation  
Gravostyle, Solidworks, Matlab/Simulink, FEMM, ANSYS

Microsoft Office suite

## Experience

**Gravotech Group** Japan  
*Worldwide marking & engraving solution provider for various sectors (aerospace, defense, automotive, jewelry, manufacturing, academic, retail); 600+ employees; 100+ Meur turnover.*

**Service Manager**, Asia-Pacific Cluster Present (<1 year)  
In charge of JP/CN/SEA/IN/AU aftersales strategies and operations. International team of 30+ people. HR and aftersales responsibilities. Continued roles as: KAM and IT Manager Japan.

**Key-Account Manager & Asia L2 Support Engineer** 2018-2021 (3 years)  
Managing 80+ entities. 150% growth on KA. Pre-sales to aftersales responsibilities. Technical training to customers and ASEAN teams. L2 expertise across all range and technologies (laser, rotary, jewelry, CAD/CAM...). Project supervision and coordination (Japan-France). Solution dev. (WeLaseJW).

**Field Service Engineer**, Japan 2016-2018 (2 years)  
On-site interventions (commissioning & repairs). Sales support at exhibitions. Internal efficiency improver (5S & automation). Solution development (M20JWcam, PTPP, scripts). Internal Innovation Award winner 2017, finalist 2018.

**Hitachi Group** **Research Intern** Japan 09/2014-08/2015  
Immersion in Japanese R&D. Finite element modelling of structural joints, programming, documenting, and verification testing. Language apprentice via EU programme *Vulcanus In Japan*. 4months intensive courses, achieving JLPT N4 certification (CECR A2).

**Thales Alenia Space** **Research Intern** Belgium 08/2013-10/2013  
Modelling, simulating, prototyping and testing of spatial electromagnetic equipment.

## Education

Brussels Faculty of Engineering (ULB/VUB) Belgium 2013-2014  
Double master's degree (ULB&VUB). Electromechanical Engineering & Energy. Highest Honours, ranked 1<sup>st</sup> of section. English.

École Polytechnique de Montréal (EPM) Canada 2012  
International exchange programme. Electrical Engineering. Maximal A\* grades.

École Polytechnique de Bruxelles (ULB) Belgium 2009-2012  
Engineer's bachelor's degree. High Honours, ranked 4<sup>th</sup>, 85% average.

European School III Belgium 2002-2009  
Science Baccalaureate. Excellent, ranked 1<sup>st</sup> of section, 92% average.