



ANAÏS HARUHI LÜBKE

CUSTOMER SERVICE / AFTER-SALES SERVICE / PROJECT MANAGEMENT

PROFESSIONAL EXPERIENCES

CONTACT

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- 4 Chome-39-8 Sengoku, Bunkyo-ku, Tokyo 112-0011
- Nationality : Swiss and Japanese
31 years

LANGUAGE SKILLS

- French – Mother language
- English – Mother language
- German– B2 Advanced
- Japanese- Conversational level

GENERAL SKILLS

- Communication
- Collaboration
- Continuous learning
- Microsoft Office Pack
- Photoshop pro

EDUCATION

- Bachelor**
ESM, Ecole supérieur de Mangement, Geneva
- Bilingual International Baccaulareate**
Ecole Internationale, La Châtaigneraie
- Obligatory school diploma**
Ecole Moser, Nyon

05.2024
09.2022

Data Administrator and after-sales service project management – Hublot SA



- Data management for the entire after-sales website
- Development of new projects for the after-sales service site
- Project management
- Publication and management of watches and spare parts

08.2022
11.2020

Customer service specialist - Assa Abloy SA



- Registration of orders and follow-up with the Berlin factory
- Customer/partner management
- Advise on construction plans and products
- Management of receipts and verification of products (confirmation, delivery note, invoicing)
- Implementation of a new construction plan according to the client's wishes

07.2020
01.2019

Administrative assistant - Eldora SA



- Management and daily monitoring of customer satisfaction, process mapping, customer relationship management, monitoring of opinions and non-conformities (ISO standards)
- Perform monthly and quarterly status updates, assist with budget tracking and invoicing
- Supplier relations, inventory management and supply chain monitoring

10.2018
05.2017

After-sales service coordinator, Frédérique Constant



- Responsible for the portfolio for Asia, the Middle East, Africa and Oceania, as well as Swiss customer management, by phone or at reception
- Daily portfolio management; processing complaints, orders, pricing, shipping and coordination with production and quality teams
- Management of relations with the Japanese shareholder