



YOHAN KOK

Quadrilingual Product Owner

Digitalization

Controlling

Agile scrum

Process optimization

38 years old
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Quadrilingual team player having a result-oriented and problem solving mindset, I am passionate about new technologies, business intelligence, digitalization and process optimization.

Over the last 11 years, my experience in IT project management, controlling and process management in international logistics groups enabled me to acquire and consolidate my analytical, managerial and technological skills.

EXPERIENCES

Product Owner

Rail Cargo Group - Since February 2019 - Full-time - Vienna - Austria

- Prepared and coordinated the European public tender to find and purchase the new Transport Management System (TMS) for the RCG intermodal Business Unit
- Manage the project team (business analysts, developers, testers and business specialists) in the agile scum framework, to seamlessly integrate the TMS in the RCG internal IT architecture
- Define and implement the product vision to deliver value to the end users and company
- Plan, coordinate and actively take part in the future system deployment in over 20 sites in 7 countries
- Define total Project budget and monitor costs

Project and Process Manager

Q-Logistics - Since September 2017 - Full-time - Vienna - Austria

- Provided project planning and project coordination to cross-functional teams during operational projects lifecycle
- Implemented and monitored the required project management tools and KPI during projects planning and implementation phases
- Created and monitored Commercial KPI to support management in the agencies
- Developed, generated, published and maintained business process modelisation
- Analysed and adapted on-site existing operational processes to prepare TMS rollouts
- Provided on site operational and process-oriented support during TMS implementation

Team Leader Groupage and Spare Parts

GEFCO Austria - December 2016 to August 2017 - Full-time - Vienna - Austria

- Managed groupage (national/international) and automotive spare parts transportation and distribution
- Implemented new processes targeting increased operational efficiency and service quality
- Implemented and analysed commercial and service quality KPI
- Managed and developed existing customers portfolio
- Created and reported financial and operational KPI
- Managed and solved operational and organizational issues

SKILLS

Project management

- Project initiation ●●●●●
- Task Management ●●●●●
- Scheduling ●●●●●
- Risk Management ●●●●●
- Creativity ●●●●●
- Removing roadblocks ●●●●●

Controlling

- Forecasting ●●●●●
- Deep-Dive analysis ●●●●●
- Data and metrics interpreting ●●●●●
- Reporting ●●●●●
- Out of the Box thinking ●●●●●
- Budget Planning ●●●●●

Management and coordination

- Team Coaching ●●●●●
- Decision making ●●●●●
- Communication ●●●●●
- Inspiring shared vision ●●●●●
- Conflict Resolution ●●●●●

Process Management

- Business Process Discovery ●●●●●
- Business Process Modelling ●●●●●
- Process optimization ●●●●●
- Business Analysis ●●●●●
- Change Management ●●●●●

IT Tools know-how

- Transport Management Systems (Lbase, INES, DisponentPlus, CADIS) ●●●●●
- Office suite (MS O365, Teams, MS Project, MS Visio) ●●●●●
- Financial Systems (SAP, Bex Analyser, Essbase, Hypérion, Smartview) ●●●●●
- Collaboration Tools (Jira, Confluence, Miro) ●●●●●

Controller

GEFCO Austria - September 2014 to December 2016 - Full-time - Vienna - Austria

- Developed, managed, automated and monitored commercial KPIs over gross commercial margin, costs monitoring, sales volumes and opportunities volumes
- Supported and advised the management decision-making process using Business Intelligence technologies and analysing the results
- Executed the Budget elaboration process for Austria and Hungary and delivered insights to define the commercial targets and monthly, yearly goals to be achieved
- Supported operational and commercial teams to understand and monitor the Profit and Loss
- Analysed and optimized administrative and operational processes
- Secured financial visibility of monthly and yearly closure results
- Supported the financial year-end closure processes

IT Project Manager Transport and Logistics

GEFCO Austria - November 2012 to August 2014 - Full-time - Vienna - Austria

- Analysed customers recurrent IT requirements and implemented the adapted technical solutions (EDI, track and trace portals)
- Coordinated and supported the implementation of delivery and TMS systems
- Developed new reports and analysis leading to transport plan optimizations
- Supported the subsidiaries (coordination of transport, analysis of weaknesses and proposals for improvements to the teams, implementation of commercial, operational and financial KPI)
- Coordinated and animated the company Super Key user community in 12 countries

IT Project Coordinator - Junior Project Manager



GEFCO Austria - October 2011 to October 2012 - Full-time - Vienna - Austria

- Supported the implementation of the Transport Management System in Turkey, and provided on-site full-time support
- Prepared and implemented the Delivery Management System (CADIS) in Poland, Romania and Slovakia, and provided on-site full-time support.
- Coordinated specific projects on transport management system "INES" and "CADIS" in the Eastern Europe countries (continuous improvement, requests for software development, system set-up, Roll-out planning)
- Implemented innovative training tools (dedicated website, development of training videos) for the whole group
- Developed and monitored service quality and operational KPIs





IT Project Coordinator

GEFCO Austria - September 2010 to September 2011 - Full-time - Vienne - Austria

- Delivered the global TMS trainings in Eastern Europe countries.
- Participated in the implementation of the system in Germany (training, development of new business processes, remote monitoring and on-site support).
- Monitored and elaborated new KPI for the eastern Europe region
- Trained local teams around specific projects (automation of operations, support when setting up new clients, ...)
- Relayed headquarters directives to the BU local teams
- Created and maintained a bilingual French / English intranet website dedicated to the TMS documentation

- Metric Tools (Elastic stack, Grafana) 
- Others (Ubuntu server, PfSense, Unify) 

Languages

- French : Native (C2) 
- English : Full professional proficiency (C1) 
- German : Full professional proficiency (C1) 
- Spanish : Full professional proficiency (C1) 

INTERESTS

Time with my family

Cultural activities (Visiting museums, going to the theatre) and playing with my 2 girls (6 and 4 years old)

Sports

- Running (especially the last mile)
- Fitness

Traveling and foreign cultures

- Business trips in Turkey, Slovakia, Romania, Czech Republic, Poland and Latvia
- Austria, 6 years (Vienna, 2010-Today)
- Spain, 1 year (Madrid, 2007-2008)
- UK, 3 years (London, 1997-1999)

Music

- Drums and bass player
- Going to concerts with friends

Internship Project Coordinator

GEFCO Business Unit - March 2010 to August 2010 - Internship - Wien
- Austria

- Collect, map and analyse the results of an internal competency test over the transport management system.
- Participate in the definition and deployment of a training program in the Eastern Europe countries.
- Contribute to the creation of a training Toolkit

Business English Teacher

ECF - October 2007 to May 2008 - Part-time - Madrid - Spain

- Workshops on everyday business cases
- Developed students' skills on Business and IT vocabulary
- Shared their experiences and made them confident to speak with business partners

EDUCATION

Master in International Logistics

UNIVERSITY OF NANTES

September 2009 to September 2010

Diploma Awarded with honours

Languages: English and Spanish

Core subjects: International Logistics, Supply Chain Management, E-logistics, Transport, Purchasing, Industrial Logistics, Management, Communication, Case study, Projects Management, Computer science, Simulation of logistic flows control, real life team projects, Professional press-review paper on Urban logistics and e-business

Master Thesis written on how to optimize inbound logistics flows

Master 1 LEA (International Business)

UNIVERSITY OF NANTES

2007 to 2008

Languages : English and Spanish

Core subjects: International Business, Logistics, Marketing, International Marketing, Communication, Computer science, Case Study, Projects Management, Translation (written and spoken), International Commercial Legislations

Bachelor's degree (LEA) International Business

UNIVERSITY OF NANTES

2004 to 2007

Languages: English and Spanish

Core subjects: International Business, Communication, Management, European General and Commercial Legislations, Accounting Marketing, Web Design, Translation (written and spoken)