

Christian Reitz

Contact

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Move Manager/Customer Service with German

A committed and results driven person with an extended experience in Logistics and Supply Management. A team player who gets energized and motivated by new challenges and always new challenges and always proactive in taking upon new tasks. I am comfortable and able to deal with ambiguity. My broad knowledge and experience give me the ability to understand Logistics and Supply Management on all levels and give me a holistic view over operation procedures.

Working Experience:

CopeCart Germany

VIP Vendor Support Specialist Remote - 02/2024 - 04/2024

- Serve as the primary liaison between the organization and online service vendors
- Collaborate with internal technical teams to resolve complex technical issues
- Troubleshoot and resolve integration issues promptly to minimize service disruptions
- Investigate and resolve vendor-related issues, including service outages, billing discrepancies

Expedia Group Czech Republic

Lodging Partner Associate II - 11/2023 - 01/2024

- Ensure a deep understanding of the products and content dealing with
- Collaborate with product team to stay updated on the latest features and updates
- Provide clear and concise guidance on intermediate finance queries
- Understand the unique needs and challenges of Hotels
- Stay updated on industry trends in Hotel sector

Sirva BGRS Relocation Czech Republic

International Move Coordinator - 05/2022 - 04/2023

- Led negotiations for competitive rates, quotes and availability to ensure responsible moves
- Arranged and conducted video surveys for move planning
- Ensured seamless end-to-end relocations
- Maintained detailed accounting records for each move

Voerman Czech Republic

International Move Coordinator - 11/2021 - 04/2022

- Acquired service partners, negotiated rates and managed household moves
- Handled billing processes, including customer invoice creation
- Negotiated additional services during after-sales procedures
- Coordinated communication between local consultants for logistics services
- Maintained precise accounting records for assigned moves

Crown Relocation Czech Republic

Move Manager/ Mobility Advisor - 04/2020 - 10/2021

- Acquired service partners, rates and availability
- Managed and organized Household moves
- Handled billing and customer invoicing
- Negotiated additional services in post-move procedures
- Prepared customer claims after move completion
- Facilitated communication between local consultants for logistics, immigration and house searches

Education:

Spedition Ascherl Munich (Germany)

Forwarding Merchant - 09/2002 - 02/2005

responsibility for tasks in following departments: Import/Export, Outbound/Inbound, Disposition, Purchase

College Reinhard & Drexel Munich (Germany)

09/1999 - 07/2001

College qualification economy

Second school Neubiberg (Germany)

09/1993 - 07/1999

Certificate of secondary education

Online Training Certificates:

LinkedIn - Creating Positive Conversations with Challenging Customers, Project Management Skills for Leaders, Learning Jira (Cloud Edition)

Business attitudes:

- Teamwork, loyalty, helpful, open minded, hardworking, communicative, orientation of results

Software/Application skills:

- SAP - Experience 3 years
- Microsoft office - Experience over 10 years
- Salesforce - Experience 2 years
- SQL - Experience 2 years
- Asana - Experience 1 year
- Servicenow - 1 year

Experience summary:

- Logistics - Experience 10 years
- Customer Service - Experience over 6 years
- Bilingual speaker - EN DE

Language skills:

- German - native
- English - advanced
- Czech - beginner