

# Curriculum Vitae Youri Kersten

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## Personal information:

**Name:** Youri Kersten  
**Address:** Brem 1 Cuijk  
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**Email:** [yourikersten@home.nl](mailto:yourikersten@home.nl)  
**Nationality:** Dutch  
**Date of birth:** 24-01-1994



**Working experience:** Team Leader (Operations)

**Duration:** May 2012 – August 2016  
**Employer:** Ahold Delhaize



## Main activities:

Leading a team of young employees, which includes; taking care of personal growth and development of the people in the team and leading the overall shopping experience of the customers. I take responsibility for the performance of the team and the results of my department. I am also personally responsible for the recruitment and selection of new employees.

## The main tasks include:

- Leading and delegating the team
- Coaching employees
- Improving processes
- Creating working schedules
- Sales tasks

## Gained competences in the job:

- Stress resistance
- Leading with different leadership styles
- Flexibility
- Handling complaints
- Dealing with suppliers

## Marketing communication internship

**Duration:** Sept 2015 – Feb 2016  
**Location:** Shenzhen (China)  
**Employer:** CheckOnAsia



## Main activities:

Source products that are necessary to facilitate the training activities  
Write a marketing communication plan how to reach new customers living in cities that HPSS wants to expand in. Not only the company experience was enormously educative, also the culture experience made me develop in a very short amount of time to an international oriented person. It made me fall in love with the Asian culture.

## Education and Training

2011 - 2013

### Higher General Secondary Education

Institute: Merletcollege Cuijk

General: Dutch, English, Administration, Philosophy

Occupational: Math, Economics, History, German

2013 - present

### Bachelor Degree in International Business and Languages

Institute: Avans University of Applied Science



Content:

The study is about international business, marketing, trade and finance. Also develop relevant professional skills, such as intercultural teamwork, planning, leadership and business communication. Almost the entire study program is taught in English. Upon completion of the course, I will be granted the degree of Bachelor of Business Administration

#### Training:

- |   |              |      |
|---|--------------|------|
| - Management course                         | Albert Heijn | 2012 |
| - Emergency services                        | Albert Heijn | 2016 |
| - Preventive deviance and aggression course | Albert Heijn | 2014 |
| - Driver's license                          |              | 2012 |

#### Personal skills/competences:

During my study I have learned how to make strategic communication plans, export plans and marketing plans. I have practiced this by making them for companies like The Coca Cola Company and Just Eat.

- Familiar with MS Office applications
- Familiar with SPSS research tools
- Part of the program committee of my study

I consider me as a team player, who is not shy to take the lead and take the responsibility to maintain the progress.

**Mother tongue:** Dutch

#### Other languages:

- |             |    |                    |
|-------------|----|--------------------|
| - English : | C1 | Advanced           |
| - German:   | B2 | Upper intermediate |
| - Spanish:  | B1 | Intermediate       |