

SERGE TSHISHIMBI KABEYA

VICE PRESIDENT, OPERATIONS

Operational Scale | Logistics | Workforce Leadership | Commercial Performance

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EXECUTIVE PROFILE

Operations executive with 15+ years of leadership experience across transportation, retail, logistics, commercial development, and team management. Currently directs end-to-end operations for a temperature-controlled transport company, including workforce planning, fleet management, regulatory compliance, routing, payroll inputs, incident management, and business development. Previously led one or more Lidl supermarkets generating at least €10 million in annual revenue, with responsibility for teams of 20–60 employees, forecasting, performance ratios, inventory, safety, training, and customer execution. Brings the hands-on operating discipline and cross-functional leadership required to help a new technology company build reliable, scalable operations.

VP OPERATIONS VALUE PROPOSITION

OPERATIONAL SCALE

Leads complex, multi-site and fleet-based operations while balancing service, cost, quality, and compliance.

PERFORMANCE MANAGEMENT

Uses forecasts, labor costs, inventory, productivity ratios, and commercial priorities to guide execution.

PEOPLE LEADERSHIP

Recruits, schedules, develops, and directs teams ranging from frontline employees to supervisors and managers.

PROCESS & RISK CONTROL

Builds disciplined routines for workplace safety, fleet maintenance, regulatory requirements, and incident response.

PROFESSIONAL EXPERIENCE

TOKÉ TRANSPORT | France

Director of Operations | 2021 - Present

- Direct day-to-day operations for a temperature-controlled goods-transport company serving clients with vehicles under 3.5 tonnes.
- Manage workforce planning, employment contracts, payroll inputs, employee schedules, and the organization of client delivery routes.
- Oversee a fleet of 10 refrigerated vans, including preventive maintenance, ATP cold-chain compliance, vehicle availability, and accident management.
- Drive commercial prospecting and new-client development for outsourced transportation services.
- Coordinate service delivery across people, vehicles, compliance requirements, and changing customer priorities.

LIDL FRANCE | France

Supermarket Director | 2011 - 2020

- Led one or more supermarkets generating at least €10 million in annual revenue and managed teams of 20–60 employees, including supervisors and multi-skilled associates.
- Owned store operating performance, revenue development, forecasting, inventory, labor costs, productivity ratios, ordering, and execution of the commercial concept.
- Directed workforce planning, recruitment, scheduling, leave and absence administration, internal HR processes, and compliance with employment requirements.
- Championed workplace safety, professional risk analysis, working conditions, and protection of employees' physical and mental well-being.
- Developed employee capabilities through coaching and classroom training; served as an internal and external trainer for new hires and all organizational levels.
- Managed store ordering across fresh, ambient, frozen, produce, meat, seafood, and bakery categories and coordinated truck-delivery schedules with the warehouse.
- Represented Lidl at trade events and meetings with municipalities and other external stakeholders.

LIDL FRANCE | France

Head Cashier | 2008 - 2011

- Supervised cashiers, cash-office controls, customer returns, and transaction cancellations.
- Organized half-day team workflows, replenishment activities, and supermarket ordering across multiple categories.

LEADER FINANCES | France

Banking Agent | 2007 - 2008

- Advised and supported clients on credit consolidation and real-estate financing while managing inbound and outbound commercial activity.

LCMC - LUDWIG CHEVRIER MEDIA CONSULTING | France

Sales Representative | 2007

- Sold internet, gas, and electricity services; identified new markets and managed inbound and outbound prospecting.
- Led a field sales team of five representatives.

KELENDO ASSOCIATION | France

Sales and Events Representative | 2005 - 2006

- Organized public events and coordinated a 12-person multidisciplinary team of performers, designers, DJs, and digital contributors.
- Developed new commercial opportunities and external partnerships.

OPERATIONS LEADERSHIP CAPABILITIES

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|---------------------------------------|---|---|
| • Enterprise and field operations | • Fleet and cold-chain logistics | • Workforce planning and scheduling |
| • Multi-site retail management | • Forecasting and performance ratios | • Revenue and commercial development |
| • Inventory and supplier coordination | • Workplace safety and risk analysis | • Regulatory and process compliance |
| • Recruiting, coaching, and training | • Customer service and issue resolution | • Cross-functional stakeholder management |

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor's-Level Management Qualification (VAE) | University of Lorraine | In progress

Transport Operator Capacity Certificate - Vehicles Under 3.5 Tonnes | AFTRAL, Jarville-la-Malgrange | 2021 | Level 5 / Bac+2 equivalency

Store Director Certification | Lidl France | 2020

Internal Trainer Certification | Lidl France | 2015

University Studies - Language Sciences | Faculty of Letters, Nancy | Bac+2 level

Baccalauréat STT | Lycée J. Monnet, Strasbourg | 2004

ADDITIONAL LEADERSHIP EXPERIENCE

Real Estate Portfolio Management: Manages and develops a portfolio of multiple residential apartments, 2017 - Present.