

# Patrice Dartagnan

Regional Manager /  
Regional Operations Director

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Canet-en-Roussillon, France

Personal Details:  
French • Male • Married without Children

Industrious, results-oriented leader with comprehensive experience in multi-site operations management and sales with track record of excellence formulating and executing strategic initiatives to drive sales, minimize expenditure, and implement new functions in support of organizational objectives.

Demonstrable proficiency in implementing process improvements to ensure compliance with quality, health, safety, and environment (QHSE) standards.

Native French speaker with fluency in English, Portuguese, and good Spanish.

## Areas of Expertise

- ◆ Operations Management
- ◆ Business Development
- ◆ Hospitality Management
- ◆ Problem-solving and decision making
- ◆ PMP Management & Processes
- ◆ Contract Management
- ◆ IFM & Food Management
- ◆ Client Relationship Management
- ◆ Cost Control & Mobilization-Demobilization
- ◆ Profit & Loss Management
- ◆ Team Leadership & Coaching
- ◆ Financial Analysis
- ◆ Change Management
- ◆ Salesforce software.

## Professional Experience

### SODEXO, Singapore

12/2018 – 11/2020

#### Global Senior Project Director (ECP - Engineering & Construction Projects)

Directed solution design, costing, presentation and pricing to clients for IFM contracts ( Soft, Hard and Food services) as member of the global ECP Business Development team.

Coordinated with local teams in Singapore, APAC, Australia, Africa, Indonesia, and Middle East to negotiate best technical and financial offers on bids between \$50M to \$350M.

Lead Salesforce software data for all ECP contracts worldwide.

### SODEXO, Malaysia, Johor Bahru

2016 – 12/2018

#### Operations Director

Spearheaded management of multiservice contracts, of above 20 different services including 6 restaurants with different cuisine style, reaching 6.3K POB at peak.

Orchestrated operations for contracts worth \$40M\$ (\$24M in food and \$16M in hard, and soft services).

Led, trained, and evaluated performance of team of 360 staff members with 8 direct reports.

No LTI (3.5 million manhours). and above 11 million meals served without any food injury.

Served as member of Country Leadership Committee.

- Achieved gross operation profit (GOP) above 12% of budget during above period.
- Increased staff retention from 60% to 95%.
- Generated significant turnaround; boosted gross operation profit from 3% to 24%.
- Reached organic growth of 12% of total contract value with high margin.

### SODEXO, New Caledonia

2014 – 2015

#### Operations Director Mining

Administered multiservice contract, including 5 restaurants generating 3K POB at peak. Managed team comprised of 320 staff affiliated to four unions.

- Earned annual revenue of 30M\$ encompassing 20M\$ in food, 10M\$ in hard, and soft services.
- GOP above 8% of budget during above period.
- Attained 8% growth of total contract value.
- No LTI or food injuries during contract period.

**QACC (Qatar Aircraft Catering Company), Doha, Qatar**  
**Senior Operations Manager/Short Term Contract**

**2014**

Supervised team consisting of 350 staff at peak. Provided optimized training and coaching to site managers as well as team leaders to achieve operational and financial target.

- Played vital role in operations management after cafeterias grew from 3 to 5 and one central kitchen (CPU).

**SODEXO, Lima, Peru**  
**Senior Operations Manager**

**2013 – 2014**

Member of country Segment (ENR) Leadership Committee. Earned annual revenue totalling \$60M.

Oversaw 20 mining/energy contract sites across country. Managed six direct reports. Maximized sales across numerous sites by up to 10%. Led price increase negotiations of 5% and secured contract extensions of up to three years without tenders.

- Transformed underperforming contracts and revived profitability within six months by implementing impactful strategies which included price renegotiations with clients and suppliers, operational reorganization, in addition to establishing new business.

**CIS BRASIL, Rio De Janeiro, Brazil**  
**Director of Operations**

**2011 – 2012**

Oversight of 32 offshore contracts (food and services) countrywide. Annual revenue 48M\$, (38M\$ in food, 10M\$ in soft services). Negotiated renewals for two underperforming contracts with 5.5% price increases.

- Generated operational profit by 4% with reduction in suppliers from 20 to 6 along with new cost control procedures.

## **Additional Experience**

**Manager, Le Bouchon, Sao Paulo, Brazil**

- Oversaw all aspects of operations of 2 restaurants. Negotiated partnership with innovative gastronomy TV channel in Brazil that included producing videos that promoted my restaurants.

**Operations Manager, SODEXO, Sao Paulo, Brazil**

- Established remote sites division with strong QHSE standards focused on oil, gas, and mining sectors.

**Project Manager, SODEXO, Santiago, Chile**

- Transformed loss-making contract into successful operation which secured five-year contract renewal after only eight months. Generated annual revenue of \$12M and delivered 10% sales increase with 14% GOP.

## **Education**

**Bachelor's Degree in Hospitality Management**

Azereix Tarbes, France

## **Certification**

Safety in Mining for Chile and Peru – Anglo American and Barrick Company

References Available Upon Request or in LinkedIn.

<https://www.linkedin.com/in/patrice-dartagnan-a6a7261a/>