

MANUEL JACQUINET

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EDITOR-IN-CHIEF OF EN-CONTACT MAGAZINE / PLATES-FORMES

BACKGROUND



Customer service and call centre specialist for 18 years. Editor-in-chief of En-Contact magazine, which he founded in 2000, founder of Colorado Conseil, the consultancy, and Colorado, the telemarketing school in 1997, Manuel Jacquinet is a noted expert on customer service and call centre issues. In this respect, he was called in 2004 by Jean-Louis Borloo, then Minister for Employment, to work with him as an expert adviser, design and implement a policy plan focused on the French call centre industry. As a journalist and writer (both activities now grouped in the Malpaso entity), he is still following the news of this industry and advising some of its players in France and abroad. He is often invited to give his point of view on these issues, which are more and more often making the news, on television or on radio channels. After creating several companies such as TMC, CCL Woodward, Colorado Conseil, he ceded his shares in the latter company in 2008 to Nexstage, the investment fund, and to his business associate.



A TRUE MEDIA ENTHUSIAST

His activity as a writer and media professional led him to write three books or works :

« Services clients » (Customer service) is the annual supplement he edits with l'Express newsmagazine. Malpaso also edits the quarterly in-cab magazine for Les Taxis Bleus, which can be found in the 3 500 taxis of the second biggest taxi fleet in Paris.



> Co-wrote the script for, and produced "Opération 118 318 sévices clients", a comedy released in theatres in 2010 and on DVD in 2011, an independently financed film, with a tragic/comedic story, depicting the worlds of customer service and offshore call-centres. The film was produced by 118 productions, a company headed by him.

> You may also find some of his articles on his blog Ambush : raves and rants, and eulogies of Van Morrison, Springsteen or Michael Franks among others.

118 Productions

malpaso

TO FOLLOW HIM

<http://www.ambush.fr>

<http://www.en-contact.com>

<http://www.malpaso.org>

<http://www.118prod.com>

<http://www.operation118318.com>

NEWS

Don't try to follow his news on Facebook as he can barely edit his profile or upload a photo... He tweets once every two or three weeks, at best. You are more likely to come across him at the Champo (or in other cinema theatres), or in vintage record shops, searching old vinyls of Michael Franks or The Crusaders ; he goes there on his Biclou (bicycle), sometimes passing through the place de la Contrescarpe, not far from where he sued to be a student (at Lycée Henri IV). Ah, the nostalgia ! Used to work as a book seller, ski seller, ad seller for the French Yellow Pages, head of sales for a company freighting steel products... His relatives and friends got weary of the many trades he used to work in, before he calmed down : now he only gets upset in his articles. In the winter, you can see him at the Parc des Bauges or in other snow-capped resorts, basically anywhere there is snow except... in Courchevel.