



## JOHANN CHABERT

### PROFILE

Inveterate traveler, having set foot in about 50 countries (and counting), I am in constant search of new places to discover. I decided about 15 years ago to work in the tourism industry. My goal: share my knowledge of the wonders of this world. I have been working in travel agencies and destination management companies in France, Canada, Vietnam, Laos and Japan.

Strongly business oriented, I am also passionate about understanding this industry and help companies to grow and develop, while making the world a better place through sustainable development. Cross-cultural management is one of my most amazing discoveries, teaching me how to interact with people with different values.

### CONTACT

PHONE:  
+33-788-96-23-62

EMAIL:  
[johann.chabert@gmail.com](mailto:johann.chabert@gmail.com)

### HOBBIES

Poker – Hiking – Piano – Languages

### SKILLS

Cross-cultural Management  
Experiential Travel Development  
Ground Operations Handling  
Customer Satisfaction  
Sustainable Development

## WORK EXPERIENCE

### **Relais des Bouziges – (Sanilhac, France)**

October 2021 – Now  
Guesthouse Owner

### **Monde Authentique – Freelance Travel Consultant and Product Manager (Sanilhac, France)**

January 2009 – September 2010  
Sales/product development Vietnam/Cambodia/Laos/Japan/Australia

### **Discova (Buffalo Tours) – Regional Product Manager Japan, Singapore, Cambodia & Myanmar (Tokyo, Japan)**

January 2021 – October 2021  
New product development and offer management in the four above countries.

### **Discova (Buffalo Tours) Japan – Country Manager (Tokyo, Japan)**

March 2018 – December 2020  
Lead the company to a +70% TTV growth, and a +100% profit pre-covid. Managed covid client repatriation and restructured the branch.

### **Discova (Buffalo Tours) Laos – Country Manager (Luang Prabang, Laos)**

July 2016 – March 2018  
Strengthened operations to optimize NPS. Grew profitability by +20%. Opened a branch in Vientiane. Developed responsible tourism policy.

### **Tundra Voyages – Product Manager (Montreal, Canada)**

January 2015 – July 2016  
Created the Product Department and defined its missions. Brought product consistency throughout the group's brands.

### **EXO Travel – Product Manager (Ho Chi Minh City, Vietnam)**

April 2013 – November 2014  
In charge of all Product Development, Contracting, Database management, major key accounts management.

### **Le Monde est mon Village – CEO & Owner (Montreal, Canada)**

October 2011 – January 2016  
Helping travelers find their path, providing advice on destinations, itineraries, off the beaten path places and unique discoveries.

### **Nanuq Destinations – Sales Manager (Montreal, Canada)**

February 2011 – August 2011  
Business development for USA and Canada, FIT and GIT. Implementation of incentives and performance metrics.

### **Monde Authentique – Travel Consultant / Marketing (Paris, France)**

January 2009 – September 2010  
Sales, and development and new destination openings for 9 destinations in Asia, America and Pacific.

From 2002 to 2009, Marketing and Product in the DVD industry, and part time work as a writer for guide book editions.

## EDUCATION

### **EM Lyon Business School (Lyon, France)**

1996-2001  
Bachelor in Business Administration  
Major Marketing - HR