David Filsak

Global Trade Manager · MCIPS

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PROFILE

I keep things moving. Global Trade Manager with more than 20 years of experience in international logistics, customs, order-to-cash and energy trading operations at MCM, Axpo (EGL) and IBM. Specialised in export customs clearance, HS code classification, preferential origin and free trade agreements, and end-to-end order fulfilment for customers worldwide. Experienced team lead who builds reliable partnerships with customers, freight forwarders and suppliers and works closely with Sales, Finance, E-commerce and Marketing. MSc in Procurement, Logistics & Supply Chain Management and MCIPS; fluent in English and German, native in Slovak and Czech.

PROFESSIONAL EXPERIENCE

MCM Global AG | Zug / Zurich, Switzerland
Global Trade Manager | 03/2024 – present

- Oversee global trade operations for European-sourced products: logistics, compliance and on-time delivery.
- Manage export customs clearance, including HS code classification, free trade agreement applications and regulatory compliance.
- Coordinate up to 500 international shipments a year with freight forwarders and group entities.
- Handle claims, returns, reimport clearance and accounts receivable for international shipments.
- Organise special deliveries for major events, product launches and press presentations.
- Develop packaging solutions that improve logistics efficiency and sustainability.
- Oversee procurement of collaboration and licensed goods.
- Produce trade reports and analytics for performance tracking.

Customer Service Manager – Logistics (promoted from Senior Customer Service Representative) | 04/2016 – 03/2024

- Led and trained a Customer Service team of 2, improving performance and efficiency.
- Managed fulfilment of up to 1,000 wholesale shipments a year, incl. stock allocation and on-time delivery.
- Ensured quality, cost efficiency and compliance with regulations and ISO standards.
- Supported Sales with order confirmations, seasonal planning and key wholesale scheduling.
- Managed invoicing, payment follow-up and compliance with financial terms.
- Processed invoice attestations and certificates of origin with the Chamber of Commerce.
- Worked with Sales, Finance, E-commerce, Marketing and Merchandising to keep operations running smoothly.

Axpo Trading AG | Dietikon, Switzerland
Multisite Customer Biller | 11/2012 – 05/2015

- Managed a multi-site energy billing portfolio for key accounts including Coop, ZKB and UPC.
- Developed and oversaw multi-site contracts for energy billing and invoicing.
- Created and validated customer reports and billing data.
- Monitored payments and dunning together with Sales and Finance.
- Supported Sales in implementing energy billing processes for new customers.

Career Break | 06/2015 – 03/2016

Job search and career transition from energy trading to international logistics.

EGL AG (later merged into Axpo) | Dietikon, Switzerland
Operations Manager, Energy Scheduling (CSEE) | 06/2007 – 10/2012

- Oversaw energy scheduling, including processing, troubleshooting and compliance.
- Provided trade support covering broker compliance, network orders and pricing oversight.
- Supported wind power plant operations, green certificates and related financial processes.
- Developed energy exchange offers and coordinated exchange transactions across Europe.
- Led projects to implement new energy trading and scheduling systems.
- Represented the company in European committees and industry workshops.
- Prepared training materials and documentation for onboarding new team members.

Relocation to Switzerland | 08/2005 – 05/2007

Moved to Switzerland and completed intensive German language courses.

IBM | Bratislava, Slovakia
Customer Fulfilment Administrator | 04/2004 – 07/2005

- Supported customers in Germany, Austria, Switzerland and the UK from sales and contract signing to delivery, billing and collection.
- Managed hardware, software and service contracts, invoicing and receivables, resolving billing issues with Finance and Sales.
- Analysed order and payment data to improve fulfilment and customer experience.
- Assisted in implementing new fulfilment and billing systems.

MEDCOM Shopfitting | Bratislava, Slovakia
Office & Showroom Manager | 01/2002 – 03/2004

- Managed daily office and showroom operations, import goods control and warehouse management.
- Prepared offers and executed commercial interior design projects, including small shop layouts.
- Provided customer service and coordinated project execution.

EDUCATION

MSc Procurement, Logistics & Supply Chain Management | 2021 – 2025
The University of Salford, Manchester, UK

Secondary Business School Diploma (Maturita) | 1994 – 1998
Private Business Academy, Štúrovo, Slovakia

CERTIFICATIONS

MCIPS
Member of the Chartered Institute of Procurement & Supply (CIPS), UK

SKILLS

Trade & customs: Export customs clearance, HS code classification, free trade agreements & preferential origin, certificates of origin, reimport clearance

Logistics: Order fulfilment, inventory transfers, freight forwarder coordination, claims & returns, packaging optimisation

Finance: Invoicing, billing processes, accounts receivable, dunning

Systems: SAP; implementation of fulfilment, billing and trading systems

Leadership: Team leadership & training, cross-functional and cross-cultural collaboration, supplier & vendor coordination

LANGUAGES

Slovak – native | Czech – native | English – fluent (C1) | German – fluent (C1) | Spanish – intermediate (B1)

INTERESTS

Travelling – Discovering new countries, cultures and ways of working

Reading and writing – Literature that makes me think

Performing arts & theatre – Stories, movement and sounds that provoke thought

Collecting vinyl records – The sound and the ritual of the record

Horology – Passion for watches, craft and tradition