Emilie Godin-Depaul

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# Objective

Front-End Web Development

# Education

## MASTER’S IN POLITICAL SCIENCE | february 2005 | paris 8 university

# Skills & Abilities

## LANGUAGES

* Bilingual English and French
* Fluent in Italian
* Good knowledge of Spanish and German

## computing

* Microsoft Office Suite (Excel, Word, PowerPoint)
* Amadeus – Airline booking software using entry codes
* Started Computer Science online course CS50x by Harvard University

# Experience

## SME BUSINESS DEVELOPMENT COORDINATOR | AIR FRANCE KLM | APRIL 2017 – JANUARY 2022

* Maintained UK customer database for Air France KLM Corporate Loyalty Program
* Conceived seasonal UK Marketing campaigns in collaboration with Marketing team
* Solved issues for customers with relevant services
* Identified areas of improvement in collaboration with Head Office based in Paris and Amsterdam

## marketing executive | air france klm | april 2012 – april 2017

* Air France UK B2C Marketing: Understanding company’s commercial objectives and challenges, addressed via the appropriate advertising media mix in constant communication with Advertising Agency.
* Air France KLM B2B/B2T Marketing: Working on Trade and Corporate campaigns for Ireland
* Responsibility of budget allocation by month, channel, and target audience in line with business objectives
* Keeping internal stakeholders informed and reporting on performance

## ground operations duty manager | air france klm | september 2008 – april 2012

. Represented the airline in Heathrow Airport and made relevant decisions regarding flight operations and customer journey

. Managed team of 20 ticket desk agents for over a year in changing environment: move from Heathrow Terminal 2 to Terminal 4, followed by transfer of ticket desk staff to handling company

. Thorough knowledge of both Air France and KLM products and procedures

. Continuous collaboration and negotiation with handling company and service providers, focusing on safety and quality