

# Frederic Caillot

## Senior Customer Service Specialist

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## WORK EXPERIENCE

Trade Republic  
2021 - 2024

### Senior Customer Service Specialist

- Trading Specialist with extensive knowledge of financial products responsible of the entire French trading support as the sole senior in charge of this jurisdiction and topics.
- Managing inbound customer e-mail requests and maintaining daily contact with external partners and internal teams across the company.
- Conducting data gathering and analytics on customer experience and financial topics to enhance products and share expertise.
- Leading the creation and management of various team projects, internal trainings and processes.

Concentrix  
2020 - 2021

### Customer Service Specialist

- Customer Service Specialist for Facebook Advertisers.
- Inbound chats & e-mails. Outbound calls.
- Technical & Marketing support.

Sykes  
2019 - 2020

### Customer Service Specialist

- Customer Service Specialist for Playstation.
- Inbound calls & e-mails.
- Technical support hardware and software.

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## EDUCATION

Epitech Paris  
2008 - 2011

### Bachelor of Computer Science

General knowledge about computers hardware & software.  
Good understanding of programming languages (C/Python/JavaScript).  
Good understanding of various other languages (MySQL/HTML/CSS).

Lycée Gaston  
Bachelard  
2008

### French High School Diploma (Baccalauréat Général)

French High School with English as the main specialization.

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## SKILLS

- Customer Service Expertise
- Computer Science Background
- Interest in Technology
- Autonomous and Fast Learner
- Start-up Mindset

## LANGUAGE

- French : Native
- English : Fluent
- Spanish : Fluent

## HOBBIES

- Bikes (Gravel, Fixed Gear)
- Technology
- Music
- Travel