



Marion Renard

Senior support executive

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France



Kind and curious, I have been in several support positions over the past years. I enjoy helping people, especially if the solution is not easy to find. I like putting my mind at work and I pride myself in being a bright and tenacious individual.

WORK EXPERIENCE

Bilingual team assistant

CERN

05/2016 - 04/2018

Geneva, Switzerland

Tasks

- Act as first line support for the visiting physicists and engineers
- Provide administrative services regarding their arrival at CERN and their settling in the area
- Solve problems regarding sensitive and confidential matters
- Answer scientists queries via emails and over the phone
- Maintain the databases and CERN websites updated
- Create a documentation for new team members under the form of a Drupal website

Reference contact : [Gaelle Duperrier](mailto:gaelle.duperrier@cern.ch) - +41 22 767 5878
gaelle.duperrier@cern.ch

Bilingual personal assistant

KPMG SA

12/2014 - 04/2016

Geneva, Switzerland

Tasks

- Manage the partner's calendar
- Organise business travel (flights, hotels...)
- Maintain the in-house CRM updated
- Proofread all correspondence and financial reports

Bilingual customer service advisor

Holiday Lettings (TripAdvisor group)

05/2011 - 10/2014

Oxford, UK

Tasks

- Answer customer queries over the phone and via emails
- Handle complaints and escalated queries
- Gather and report customers feedback to the Product team
- Run reports using the Salesforce and Excel to present workload/results to management
- Meet and exceed KPIs
- Train new arrivals to the team

Reference contact : [Silvia Lopez](mailto:slopez@tripadvisor.com) - slopez@tripadvisor.com

Receptionist / Manager assistant

Cannelle MEDISPA

01/2010 - 04/2011

Oxford, UK

Tasks

- General reception duties : answer phone, emails, welcome customers
- Stock control and order management
- Organise travel arrangements for the staff and schedule meetings
- Staff management: interviews, training, rota, holiday and overtime forms

Lab assistant

Spincontrol group

09/2007 - 02/2010

Tours, France

Tasks

- General reception duties: answer phone, welcome visitors
- Meetings and travel organisation for the team
- Processing documents and data for each study
- Setting up the schedule and making appointments for the volunteers

Carer

Various hospitals and homes

2002 - 2007

France