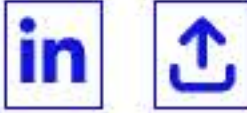


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French Nationality  
[french version](#)



## MY PROFESSIONAL CAREER

From april 2024	<p><b>LYF PAY</b> (FinTech — 70 people)</p> <p><b>Application Technical Support</b>, Paris 9th arr — Permanent contract, full time.</p> <p>• <u>Production</u> :</p> <p>Provide Level 2 functional support by handling escalated assistance requests from Level 1 support.</p> <p>Investigate in the database to provide elements of response to client queries.</p> <p>Act as an interface between R&amp;D team and clients for managing Level 3 anomalies and complex questions.</p> <p>Write general incident reports.</p> <p>• <u>Knowledge</u> :</p> <p>Participate in the continuous improvement of support documentation.</p>
Oct 2021 - March 2024	<p><b>MIPISE</b> (FinTech, RegTech, LegalTech — 40 people)</p> <p><b>Customer Support &amp; Professional Services</b>, Full remote — Permanent contract, full time.</p> <p>• <u>Functional integration</u> :</p> <p>Assist clients in the technical configuration of the solution.</p> <p>Provide product training sessions to clients and end users.</p> <p>Conduct client meetings related to support activities.</p> <p>Collect and analyze clients' development needs, propose recommendations, and draft initial-level functional specifications.</p> <p>Support the testing phase through integration acceptance testing.</p> <p>• <u>Support client</u> :</p> <p>Provide dedicated Level 2 support services and escalate Level 3 requests to R&amp;D.</p> <p>Identify and resolve complex issues by investigating root causes.</p> <p>Manage post-production issues within the given processing deadlines (SLAs), from detection to the deployment of fixes.</p> <p>Conduct non-regression tests.</p> <p>Write customer incident reports.</p> <p>• <u>Knowledge</u> :</p> <p>Deploy/migrate new tools and manage internal change towards a modern and remote-friendly collaborative work environment.</p> <p>Continuously automate and improve existing internal tools.</p> <p>Establish and maintain product and incident knowledge bases.</p> <p>Contribute to the drafting of the product technical documentation.</p>
Sept 2018 - Aug 2021	<p><b>HUNTEED</b> (HRTech — 23 people)</p> <p><b>Community Support &amp; Onboarding Specialist</b>, Paris 2nd arr — Permanent contract, full time.</p> <p>• <u>Onboarding</u> :</p> <p>Qualify new registered partners, understand their challenges, and present the marketplace.</p> <p>Convert new registrants into active members and then ensure their retention.</p> <p>Multichannel management of partner support (chat, emails, back-office, phone, events).</p> <p>• <u>Marketing</u> :</p> <p>Creation of marketing / commercial email templates, creation and management of email campaigns, CRM enrichment.</p> <p>• <u>Back-office</u> :</p> <p>Control and validation of partner files backlog.</p> <p>• <u>Produit</u> :</p> <p>Suggesting new feature additions and serving as an internal conduit for bugs and user feedback.</p>
Jan - July 2018	<p><b>LINCOLN HR GROUP</b> (HR Advisory — 200 people)</p> <p><b>Recruitment Officer</b> — Finance, Paris 8th arr — Internship</p> <p>Qualifying client needs in collaboration with the sales team and identifying online and offline research strategies.</p> <p>Sourcing and direct approach of expert executives, managers, and directors.</p> <p>Phone interviews for recruitment, client reports.</p> <p>Reporting to consultants and clients on the progress of assignments.</p>

## MY EDUCATIONAL BACKGROUND

2024	<p><b>La Capsule</b>   Remote, France</p> <p><b>Code Essentials</b>, 60-hour part-time bootcamp</p> <p><u>Coding of 3 full-stack web applications</u>:</p> <ul style="list-style-type: none"><li>• Develop graphical interfaces in HTML/CSS.</li><li>• Integrate a third party into a web application via an API using Node.js Express.</li><li>• Manipulate data structures and execute queries in JavaScript.</li><li>• Understanding back-end architecture.</li></ul> <p><u>Setting up and installing a database</u>:</p> <ul style="list-style-type: none"><li>• Setting up a web server.</li><li>• Designing, modeling, and mastering the functioning of a database.</li><li>• Mastering the concepts of foreign key and primary key.</li><li>• Utilizing a database through CRUD operations with PostgreSQL.</li></ul>
2016 - 2018	<p><b>Université Montpellier 3</b>   Montpellier, France</p> <p><b>Master's degree, Negotiation &amp; project management</b>, full-time.</p> <ul style="list-style-type: none"><li>• Management of SMEs, commercial negotiation, English-French translation, business strategy, business law, international HR management, communication strategies, European law &amp; international organizations.</li></ul> <p><u>Dissertation</u> : The impact of digitalization on the executive job market.</p>
2013 - 2016	<p><b>Université Montpellier 3</b>   Montpellier, France</p> <p><b>Bachelor of Arts, Modern languages &amp; business</b>, full-time</p> <ul style="list-style-type: none"><li>• Languages, history and civilization, marketing, accounting, general culture, geopolitics, private law, linguistics.</li></ul>
2013	<p><b>Jacques Prévert High School</b>   Alès, France</p> <p><b>Baccalauréat, major in Economics and Social Sciences</b>, with honors.</p>

## MY SKILLS

<p><b>Foreign Languages:</b> English (read, written, spoken)</p> <p><b>Customer relationship tools:</b> Hubspot (intermediate), Zendesk (advanced) Crisp (advanced), Intercom (advanced), Aircall (advanced)</p> <p><b>Project management tools:</b> Jira (advanced), Github (advanced), Git (intermediate), Slack (expert), Notion (expert)</p> <p><b>IT tools:</b> Kibana/ElasticSearch (intermediate), Postman (intermediate), Webfocus (intermediate), Visual</p> <p><b>Programming languages:</b> HTML &amp; CSS (advanced) Javascript (intermediate) SQL (advanced) Python (Basic knowledge) Liquid. / Ruby (Basic knowledge)</p>	<p><b>T</b>eam spirit</p> <p><b>M</b>ulti-tasks</p> <p><b>A</b>utonomous</p> <p><b>S</b>elf-made</p>
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## MY PROFESSIONAL VALUES

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M  
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P  
K

ommunication  
utual aid  
ositivity  
rofessionalism  
indness



## MY HOBBIES

S  
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