

BENETE ADRIEN

French nationality, spouse visa.

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July 2021- Present

Learning Web Development, Online Course with Openclassrooms

- Creation of a corporate social network (Node.js, Express, MySQL, Sequelize, Vue.js)
- Building of a secure API following OWASP standards (Node.js, Express, MongoDB)
- Creation of an e-commerce website (Javascript, Bootstrap)
- Optimization of an existing website (SEO, Accessibility, Performance)
- Creation and energization of a web page with CSS animations (Sass)
- Transformation of a mock-up into a responsive website (HTML, CSS)

PROFESSIONAL EXPERIENCE

June 2019- August 2021

Customer Service Specialist at Papi Hosting and Freelance Guide, Fukuoka, Japan

- Resolve customer inquiries and complaints at housing rental management company utilizing several platforms including Airbnb, Booking, realestatejapan, Agoda.
- Build trust in clients by solving problems, providing the best solution and following up.
- Maintain detailed and secure records of client cases.
- Convert pre-sales into booking to boost our KPI.

May 2018-May 2019

Information Center Advisor at Tonbori Base, Namba, Osaka, Japan

- Advised customers about Osaka tourist and cultural attractions in English and Chinese.
- Promoted and sold tickets for various comedy shows and city events.

December 2017-May 2019

Language Study Working Holiday Visa in Japan

- Studied Japanese Language while maintaining various part time jobs.

Sept 2015-Sept 2017

Working Holiday Visa in Australia

- Studied English language while working in various jobs in construction/demolition.

Sep 2012-Aug 2015

Assistant Corner Manager at Furla, Paris, France

- Managed a 3 member team at Printemps Haussmann Corner.
- Trained and developed staff members to meet sales targets.
- Exceeded the yearly target by 15 to 20% growth.

EDUCATION

Sept 2009- June 2012

Dalian Foreign Language Level HSK5, University in Dalian, China

2007-2010

Bachelor of Chinese Language LLCE, Paul Valéry University in Montpellier (France)

LANGUAGES

- Fluent in English, Chinese, and French.
- Japanese JLPT N2