

SKILLS AND KNOWLEDGE

IT

- HTML5
- CSS3
- JavaScript
- JQuery
- MySQL
- PHP 7
- WordPress 5
- Divi (WordPress Page Builder)
- Bootstrap 4
- Symfony 5
- Git
- SEO
- Adobe XD

LANGUAGES

- French: native language
- English: fluent - TOEIC: 920 points (April 2019)
- Spanish: spoken regularly
- Japanese: studied since May 2014

DECISION MAKING

- Ability to work under pressure
- Used to perform multiple tasks at the same time
- Previous employment requiring decision making abilities

COMMUNICATION

- Face to face, phone and email communication
- Previous employment requiring good customer service and customer relation skills
- ability to deal with customer complaints

COMMERCIAL AWARENESS

- Experience in selling insurances by telephone
- Experience in selling food and beverage
- Ability to follow a budget
- Business development strategy studied (Master Degree)

CONTACT DETAILS

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EMPLOYMENT HISTORY

JULY 2018-DECEMBER 2019

COVEA - GMF

Claim Handler

FEBRUARY 2016-JUNE 2018

COVEA - Télassurance (GMF)

Insurance advisor

DECEMBER 2014-JANUARY 2016

ELIOR - SAFRAN and CPAM (Industrial Catering)

Site manager (from 300 to 500 customers per day)

AUGUST 2014-NOVEMBER 2014

ELIOR - MAIRIE BORDEAUX (Industrial Catering)

Assistant site manager (800 customers per day)

AUGUST 2013-FEBRUARY 2014

ELIOR - Regional Department (Industrial Catering)

Work Placement: Assistant head of sector

EDUCATION HISTORY

2019-2020: OPENCLASSROOMS

Web Developer Junior (level 5 qualification)

March 2020: FORMADISTANCE

WordPress

2009-2014: ECOLE INTERNATIONALE SUPERIEURE
DE SAVIGNAC AND UNIVERSITY OF WEST LONDON

Hospitality Management

- Master Degree
- Top Up Bachelor (University of West London)
- Foundation Degree (University of West London)

2009: LYCEE INTERNATIONAL VICTOR HUGO

**French Baccalaureat - Economy - Awarded "Very Good"
Speciality mathematics**

European Section English