



Léna MONT

FRENCH MERCHANT SUPPORT TEAMMATE

in @linkedin.com/in/lena-mont/

- 24 years old
- lena.mont@hotmail.fr
- 30 Adare Park, Coolock, Dublin, Ireland
- French
- +33652538168

Languages

French Native speaker

English Fluent

German Intermediate

Russian Basic skills

Spanish Basic skills

Travel

France, USA, Germany, Senegal, Poland, Belgium, Italy, Spain,...

Assets

Team Player



Fast Learner



Autonomous



Curious



Employment History

Since March 2018

Corporate Travel Consultant

Concentrix - Egencia Dublin, Irlande

- Provided excellent customer service by building rapport with customers: personalized support over the phone and email
- Assisted customers with flights, hotels, trains and car rental bookings
- Educated customers on the different tools available to them
- Upselling of products and services
- Met and exceeded set targets and KPIs

Accomplishments: Certificate of Best Quality Performer for May 2019, Agent of the Year 2019 Nomination

From 2016 to March 2018

Receptionnist

Résidence Campus France Paris

- Customer facing role, guest check-in and check-out
- Dealt with emergency accommodation booking
- Telephone reception duties
- Assisted with new employee training

From April 2016 to May 2016

Intern Regional Assistant

Programmes Internationaux d'Echanges Paris

- Planned teenage group travel : transports management
- Negotiated with suppliers, activity organization, information
- Meetings with the parents and discussing options for student
- Coordinated with the head office
- Interviewed candidates

October 2016

Intern Travel Agent

Jancarther Voyage Levallois-Perret

- Dealing with the public providing customer service
- Customized travel planning
- Business development – selling added extras

Education & Qualifications

2017

Higher National Diploma in Tourism

Lycée Gregor Mendel Vincennes

- Customer relations management
- Product development
- Communication

2014

Senior Year

Bedford High School Bedford, Ohio, USA

Full immersion student exchange program

2013

Literature Baccalaureate

Lycée Fustel de Coulanges Massy, France

Specialization in Art History

Computer skills

Amadeus



Microsoft Office

