



LÉO BOJÉ

CONTACT

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France

SKILL

Energetic
Quick learner
Organization
Positive
Attention to details
Problem solving
Team player
Creative

EDUCATION

BACCALAUREATE CERTIFICATE

2015 – Istres, France

ABOUT

I am a versatile and energetic person, who has developed a mature and responsible approach to any task or situation that arises.

Customer care lover, I am looking for a job to practice skills I have acquired during my different internship, jobs, hobbies and travels. I love to help people, answer to their needs and guide them. Smiling and motivated, I like to get involved, learn new skills and share them.

CORE QUALIFICATION

- Fluent French/English
- IT Experience
- Customer services
- Content moderation

EXPERIENCE

COMMUNITY OPERATION ANALYST

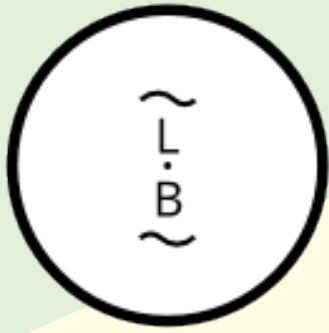
Facebook, Dublin, IR / March 2018 – August 2018

- Respond to user inquiries with high quality, speed and accuracy
- Use market specific knowledge, signals and insights to develop scalable solutions to support the global Facebook community.
- Deal with sensitive/private user information
- Gather, analyze and utilize relevant data to develop ways to improve the overall support experience
- Use problem solving skills to resolve large and complex business problems

TECHNICAL ADVISOR

Apple, Cork, IR / January 2017 – July 2017

- Resolving technical parts inquiries via telephone, email and internal communications by various methods
- Updating technical notes and advising relevant department on any fitment changes
- Testing product development and fitness
- Working closely with the new project R&D team to overcome problems relating to new products
- Any other task as assigned by your line manager



INTEREST

Sports

Indoor Climbing
Basket-Ball
Swimming
Scuba Diving
Riding

Hobbies

Foreign Travels
Piano
Drum
Ukulele
Art
Interest in Technology
Languages

Countries Visited

Guadeloupe
Martinique
Spain
Italy
Ireland
United States
England
Netherlands
Belgium
Portugal
Poland
Ukraine
Finland

CUSTOMER ADVISOR

Téléperformance, Lisboa, PT / December 2015 – June 2016

- Fixed term contract
- Handling inbound calls and emails
- Following-up cases with outbound calls and emails
- Quality and customer's satisfaction targets to reach
- Establishing concis and clear case notes

STAY IN THE UNITED STATES

In a host family, Richmond heights, OH, USA / August 2013 – June 2014

- Going to an American High School to perfect my English