

# MIKAELLA PATRIA LUSTRE

FRENCH SERVICE  
ESCALATION EXPERT

## CONTACT INFORMATION

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## EDUCATION

### University of the Philippines Diliman

Bachelor of Arts in European Languages  
(French, Sociology)

- Grade: Cum Laude (1.7222 GWA)
- Thesis: « Entre deux mondes : une analyse de la liminarité des exilés dans la bande-dessinée Persepolis de Marjane Satrapi »
  - [Translation] "Between Two Worlds: An Analysis of the Liminality of Exiles in the Graphic Novel Persepolis by Marjane Satrapi"

## SKILLS

- MS Office
- 85 WPM
- Translation
- Problem-solving
- Graphic design (Adobe Photoshop, Canva)
- Web development: HTML, CSS

## LANGUAGES

- **Filipino** : Native or Bilingual Proficiency
- **English** : Native or Bilingual Proficiency
- **French** : Professional Working Proficiency (B2)
- **Spanish** : Limited Working Proficiency (A2)

## WORK EXPERIENCE

### French Service Escalation Expert

Canva Philippines (March 2021 - Present)

- Interacts with Canva users via email and the Canva France social media pages to provide and process information in response to inquiries, concerns and requests about Canva and its features
- Translates documents of internal processes from English to French
- Addresses escalations requiring technical and linguistic expertise

### Language and Culture Assistant

Ministerio de Educación España  
(January 2018 - June 2018)

- School: CEIP Jaume I in Alcásser, Valencia
- The Auxiliares de Conversación Program is an initiative of the Ministry of Education of Spain with the goal of promoting intercultural understanding
- Assistant English teacher to primary school students from Grades 1 to 6

## AWARDS & ACHIEVEMENTS

- **The Honor Society of Phi Kappa Phi of the University of the Philippines**
  - March 2020
  - Nomination to membership
  - Awarded to the top 10% of the graduating class
- **National Model United Nations Conference | NYC, USA**
  - April 2017
  - Country represented: Kiribati
  - Award received: Distinguished Delegation Award
  - Researched, drafted, and presented position papers and resolutions.
  - Participated in debates and negotiations, showcasing strong diplomatic and public speaking skills.

## ORGANIZATIONS

- UP Children's Rights Advocates League (UP CRAdLe)
- UP Euro-Filipino Understanding and Relations Organization
- EElements Volunteer Corps of the UP Department of European Languages
- Model United Nations UP Diliman