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| |  | | --- | | **Xavier Dellacherie** | | **Citizenship : French ▪ Date of birth : 10 August 1981** | | |  | | --- | | **Contact** | | **Tel : 07861532797**  **e-mail : xavi.dellacherie@gmail.com** | |
| |  | | --- | | **Address** | | Flat 2, 52 Ventnor Villas Hove East Sussex BN3 3DB | | |
| |  | | --- | | **Profile** | | |  |  | | --- | --- | | **Objective** | An outgoing, strong and confident individual who is mature and experienced working in a variety of business environments. Excellent ability to build relationships and strong organizational skills. Good communication with both law enforcement and public agencies | | **Availability** | Immediate | | | |
| |  | | --- | | **Key Skills** | | Controlled and focused under pressureAbility to reach set targetsProfessional and confident under different circumstances Excellent organizational and coordinating skills.Ability to work well in teams and individuallyStrong coaching expertise and experience as a translator. Multi-lingual: French native. English fluent. Spanish and Italian basic oral. | | |
| |  | | --- | | **Education** | | School of Accountancy 1998- 2000 – Limoges, France  BA Equivalent in Accountancy, Marketing, Sales and Communication | | |
| |  | | --- | | **Work Experience** | | **IBM July 2010 - June 2011 Brighton, UKMultilingual Helpdesk Analyst.** Daily avg of 80 calls to resolve system issues. Working with numerous different software packages including Lotus notes, Microsoft Office, Windows XP and various on-line tools.Direct and troubleshoot end users in their use of hardware and software, advising of security legislation and protocols when requiredLiaise with secondary support teams and mediate on behalf of end users.Take responsibility for back office duties, including misrouted problems and customer relations.**American Express January 2009 - July 2010 Brighton, UK French Account Security Analyst and Card Fraud Analyst** Monitor accounts for out of pattern transactions and unusual activity. Contacting card members to verify transactions and resolve any potential fraud issues.Take up contact with secondary investigation teams to have any fraud spend removed and the card replaced. Answer queries, mainly via email, that are sent to the French Account Security Group and to Card Fraud from both customers and American Express teams   **American Express: Customer Sept 2007 - January 2009 Brighton, UK** **Service Representative - Enquiries - French Account Management** Directly dealing with French Card members ensuring the company’s customers receive an adequate level of service or help with their questions and concerns. Providing information and data and advice about products/servicesPrioritizing workload, working within tight deadlines. Resolving each query, investigating issues raised, using all available American Express tools. Communicating to all departments to action financial adjustments which are essential for resolution.  **American Express: May 2007 - September 2007 Brighton, UK Risk and Fraud Analyst/New Accounts**Analyzing card application to prevent fraud. Collection of personal and legal data. Communicating with applicants through a variety of correspondence methods. Liaising directly with the Front Office in Paris, customers and other departments. Awarded ‘Best Performance’ for customer service.  **Café Belge August 2006 - April 2007 Brighton,UK** **Bar/Restaurant Assistant manager** Interacting with members of the public, developing linguistic and interpersonal skills. Training new staff.Responsible for all account issues including cashing up and banking. Stock taking procedures. General management of the business.**Forensic Police Officer May 2003 - July 2006 Limoges, FRA**Emergency service skills. Urban police working effectively as a member of a multi-discipline team, performing duties with investigative functions to protect the general safety of the public. Maintain confidentiality and discretion on sensitive and confidential matters. Conducting Criminal investigation work through the collection, preservation and evaluation of physical evidence obtained from crime scenes. Specialized in techniques and methods of fingerprint lifting and processing. Leading to the success of prosecution and conviction where applicable-100% success rate in 6 months.  **Caisse D’Epargne Bank / Renault- Dec 2002 - May 2003 Dijon, FRA**  **Telemarketing**  Specialized in the sales of personnel principle services, insurance, credit cards and contracts to the Renault France customers. Reaching and exceeding targets month on month. Communicating on a regular basis building rapport and confidence with clients. | | |
| |  | | --- | | **Activities and Interests** | | Semi professional player French Police Basketball Team 2003 – 2006  Junior Basketball Coach  Sport State Certification – Basketball (2001 – 2002)  FFBB Professional Basketball 1999 – 2003 – Player in Limoges, National French League  **Interests**: Basketball, **Boxing, coaching, Rugby, traveling, drums, music and cinema**  **Certificates: Padi Certificate Scuba Diving** | | |
| |  | | --- | | **References:** | | |  |  |  | | --- | --- | --- | | **Available on Request** |  |  | | | |
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