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PROFILE

Bachelor in Mechanical Engineering graduate with project and team work experience through studies and work experience in France, UK and Cambodia.

Native French speaker and fluent in English and eligible to work in the UK, I aim to develop a challenging career in analytics in the financial industry, and build upon 10 years year experience in this sector and strong analytical and problem solving skills, project management and team work, along with good integration and communication skills, both verbal and written.

WORK HISTORY

August 2015 – Present:

**The Royal Bank of Scotland (employed by Manpower)**

Subject Access Request Administrator

* Investigating Subject Access Requests from customers of the Royal Bank of Scotland Group and sourcing personal data related to the customers, and preparing the data to send to the customer within a regulatory timeframe.

April 2015 – July 2015:

**Evans Halshaw - Ford**

April 2015 – August 2015: Used Car Sales Executive

* In this role my duties are to advise customers on models available, and on supplementary products, such as finance options and insurance policies. I am responsible for following up with customers and optimise sales.

August 2011 – April 2015:

**Sykes, Client Group Citibank**

May 2013 – April 2015: Team Leader

* Reporting to Account Manager, managing a team of 20 Customer Advisors. Providing feedback and coaching for the team; preparing team rota; managing the team to ensure smooth and continual running of business.
* Preparing Business Review for the business and client; in charge of recruitment for the team; communication at different levels, from team members to site director, and client.

June 2012 – April 2013: Escalation Agent

* Reporting to Team Leader, tasks are to assist team members with any query ; create new procedures and organise training; create reports and liaise with clients; analyse team work and propose quality improvements.
* Position requiring good multi-tasking along with efficient communication skills.

August 2011 – May 2012: Bilingual Customer Service Representative English, French

* Tasks are to answer queries from prepaid cards users and clients distributing the prepaid card; by phone and emails. I also participated in keeping the manual up to date; and writing training literature for a new governmental department.

April 2009 - June 2009:

**Institute of Technology of Cambodia (ITC), Phnom Penh, Cambodia**

Undertaking a three month internship during which tasks included:

* Designing and building a model of industrial painting robot linked to a programmable controller serving as example for industrial programming studies, along with its full technical documentation for use and maintenance.
* Working in autonomy, I developed good planning and organisational skills due to tight time constraint, and good communication and integration skills. I also had to manage the financing of the project.

October 2008 – March 2009:

**2009 Gim'Eole national contest**: Within a 10 person team I managed the development and construction of a small wind turbine presented in a national wind turbine contest.

September 2008 - April 2009:

**University Hall Le Faron, La Garde, France**: president of the committee of the residents

* Organising social events for the residents of two university halls, management of the budget of the committee, liaising between tenants and hall management team.
* Elected to represent 300 residents from one of the two on campus residences.

December 2007 - April 2009:

**Université du Sud Toulon Var, La Garde, France**: Member of the association Welcome whose purpose is to welcome foreign students and help them with administration papers.

October 2006 - June 2007:

**Raynouard high school with Brignoles Rotary club, France**: Creating and built a water pump to be installed in Third World countries.

EDUCATION

September 2009 – June 2011:

**Heriot-Watt University, Edinburgh**

**1st class BEng Mechanical (Automotive) Engineering**

Core modules provide deep knowledge in engineering and project management. Direct entry in third year was offered to me after successfully completing a two year degree in France.

Final year:

* Experience gained through hands on group or individual projects for industrial client, including process analysis and improvement for Macphie of Glenbervie.
* Projects required frequent liaising with external and internal clients to understand their needs and provide the best solution.

Third year:

* Core modules cover main engineering subjects, such dynamics, thermodynamics, automotive technologies, mechanics of materials, design and manufacture methods.
* Modules include Business studies and economics applied to industrial sector.

September 2007- June 2009:

**Université du Sud Toulon Var, La Garde, France**

**DUT GIM, equivalent of HND in Industrial Maintenance**

A multi technical degree providing solid basics in mechanics, hydraulics, electrical networks and equipment, project management.

* Core modules orientated to developing skills in devices and processes analysis and maintenance. Weekly workshop sessions to develop practical ability.
* Three month industrial internship undertaken at the end of the 2nd year at the Institute of Technology of Cambodia in Phnom Penh.

September 2004 - June 2007:

**Raynouard High School, Brignoles, France**

**Engineering Sciences Baccalaureate achieved with distinction**

Average grade 14.43/20 ; Engineering Sciences (18/20), Personal Project (18/20), Physics / Chemistry (14/20), Spanish (18/20), English (14/20), History / Geography (14/20).

ADDITIONAL SKILLS

* Experienced user of Microsoft Office: Word, Excel, PowerPoint.
* Full EEU Driving licence.
* Insights Leadership course undertaken in September 2014. This course aims at developing communication methods and behaviours to adapt to different types of personalities.