

CONTACT

07.05.1985/ Driver's license B

PROFILE

Self-driven and motivated HelpDesk Technician experienced in providing technical support to the company's clients and colleagues, managing user accounts, and installing and maintaining hardware and software. Possess great analytical skills, extraordinary teamwork skills, strong attention to detail and accuracy, and well-developed time management abilities.

EXPERIENCE

HELP DESK AGENT

ATOS S.A. (S/C DE TENERIFE) | Since OCT 2018

- L2 support

FREELANCE

(S/C DE TENERIFE - ES) | NOV 2017 - SEP 2018 | EVENT

- Creation of games and ludic activities for children.
- Organization of camps and personalized birthdays.
- Sales, public relations, animation.

COMMERCIAL B2B France Area

VALIA H.D.S. (PARIS - FR) | APR 2015 - SEP 2017 | AUTOMOTIVE

- Attracting new customers.
- Creation of the company's marketing.
- Prospecting.

COMMERCIAL B2B Sector Ile de France

AUTO A PRO (PARIS - FR) | MAR 2013 - MAR 2015 | AUTOMOTIVE

COMMERCIAL B2B North Area

BLINKER FRANCE (PARIS - FR) | AGO 2009 - ENE 2013 | AUTOMOTIVE

- Management and development of the client portfolio.
- Incident management.
- Prospecting plan.

KEY ACCOUNT MANAGER JUNIOR

CRIT EVENEMENTIEL (PARIS - FR) | MAR 2007 - JUL 2009

- Organization and coordination of events including the management of human resources and suppliers.

MANAGER

MC DONALD'S (EPINAY - FR) | MAR 2005 - FEB 2007

TITLES

- B.A.F.A. (Children's animator diploma)
- A.F.P.S. (Certificate of first aid training)
- DIVER 3 STAR CMAS

SKILLS

- French: Native
- Spanish: Current
- English: Basic
- Window operating system
- O365/Adobe Creative Suite
- Organisational capabilities
- Customer service
- Leadership