

## TELEMARKETING/ CUSTOMER CARE/ SALES REPRESENTATIVE

### NATIVE FRENCH - FLUENT IN SPANISH AND ENGLISH

Texte

With several years of experience, I specialised in sales operation, customer service BtoB and BtoC, administrative management and telecommunication.

Gifted in communication, I have excellent interpersonal skills, an analytical and versatile mind.

I am adaptable, reactive, working efficiency and used to working with complex softwares.

As francophone, my French is excellent and I am also fluent in Spanish and English.

## CONTACT

Madrid

Date of birth 19/07/1996

## SKILLS & PROFILE

Fluid communication and customer contact.

Adaptability and interpersonal skills.

Excellent spoken and written fluency.

Working efficiency and quickness.

High computer softwares skills.

Customer quality and of the exchanges.

Autonomy, responsiveness, teamwork.

FRENCH : NATIVE

ENGLISH : FLUENT (spoken and written)

SPANISH : COMFORTABLE

Communication  
Sociability  
Listening  
Réactivity  
Productivity  
Versatility  
Dynamism  
Organisation

## WORK EXPERIENCE

### 2023 BtoB CUSTOMER SERVICE AND ADMINISTRATION

Exchanges mainly by email, telephone, follow-up of around thirty customers, spread across France and overseas: invoicing, stock flow, deliveries and restocking, invoicing, carriers, etc.

**Alpargatas.** Madrid - Spain

### 2021 CUSTOMER SERVICE ADVISOR French, English

2022 Customer service in call center. Calling - Emailing - Chat. For several campaigns : Interflora - Maeva.com - Oxybul - Okaidi.

**COMDATA Group.** Barcelona - Spain.

### 2020 TELECONSULTANT CUSTOMER SERVICE French, English

Customer service in call center. Calling - Emailing - Chat . Sales advisor with sales target.

**COSMOSPACE.** Sophia-Antipolis - France.

### 2018 CUSTOMER SERVICE IN COMMUNICATION AGENCY

2020 Customer service in B to B. Cold calling - telephone solicitation.

**CITY COM AGENCY.** Cannes - France.

### 2017 SALES ASSISTANT

Reception, customer service - advice - loyalty. Sales target - sales analysis and team leadership.

**DESIGUAL.** Marseille- France.

### 2016 SALER SEMI LUXURY FASHION BRAND

2017 Customer service, assisted customer support. Customer loyalty. Visual Merchandising.

**REIKO.** Aix-en-Provence - France.

## EDUCATION

### 2015 PREPARATORY YEAR IN ART AND DESIGN COMMUNICATION

École de Condé . Nice 06000

### 2014 BAC / GCE ART OPTION

Lycée Carnot . Cannes 06400