

Languages

French: Native

English: Fluent

Hard Skills

OS: iOS, Microsoft OS

Work Tools: Asana, Office 365 including excel, iWork

Soft Skills

- Relational Intelligence
- Empathy
- Analytical thinker
- Solution oriented
- Team player

Hobbies

- Climbing
- Triathlon
- Cooking
- Travelling: Visited over 45 countries.

Professional experiences

User Operation program lead, Asana; May 2021 - now **Dublin, Ireland**

- Co-created the initiative and build an Internal Support Team in order to improve the collaboration between UO and other internal teams.
- Revamping and streamlining existing processes, implementing new workflows.
- Running cross functional projects with Finance, Engineering and the Revenue Teams.
- Communicating updates to the team and the wider Organisation through different channels.

User operation specialist then expert, Asana; Dec 2019 - May 2021 **Dublin, Ireland**

- Unblocking customers and answering their questions related to functionality, billing, access and technical issues while building a strong product knowledge.
- Escalating customer issues and feedback to other teams such as Finance, Sales and the Product Team
- Joined the UO - Vip program and was promoted from specialist to expert in October 2020.
 - Providing strategic customers with live support
 - Pro-actively reaching out to strategic customers to maximise their utilisation.

Community operations analyst, Covalen (Facebook); Jan 2019 - Dec 2019 **Dublin, Ireland**

- Reviewing and analysing social media content
- Training newbies, running shadowing session to achieve better alignment within the team
- Drafting and presenting MBR and QBR
- Creating and implementing action plans
- Raising insights and helping improve client policies

Various roles in hospitality up to restaurant manager; Dec 2004 - Dec 2017 **Nice (Fr), Monaco (Mc), London (Uk), Perth (Aus), Vancouver (Ca)...**

Education & Certificates

Leaving certificate; Nice, France — 2000-2004

Major in Mathematics, Physics and English while following a sport program for gifted and talented youth in Ice hockey.

Professional baking abilities Certificate; Rouen, France — 2018
