

Ms. Amelie B.

Objective: Travel Business Management, Customer Service and Marketing Professional looking for an 18 months internship. Available to start from October/November 2019.

EDUCATION

The American Business School, Paris, France B.B.A. International Marketing – GPA: 3.53 - Graduated with Honors	Sept 2016-Dec 2017
University of Nanterre La Defense, Paris, France CUNY Queens College, New York, USA (J1 Exchange Program) French Bachelor of Anglophone Civilization and Language – GPA: 3.837	Sept 2014-June 2016
University of Pantheon-Sorbonne, Paris, France French B.A. International Tourism, Airline Industry and Hospitality – Distinction Cum Laude	Sept 2011-June 2012
Lycée Andre Boulloche – Livry Gargan, France French BTS in Business Management	Sept 2009-June 2011
Lycée Jean Zay – Aulnay-sous-Bois, France High School degree, French Baccalaureat in Business	Sept 2006-June 2009
College Gerard Philipe – Aulnay-sous-Bois, France (Middle School)	Sept 2002-June 2006

WORK EXPERIENCE

Eurostar International Limited, Paris, France Full time Project Developer and Manager Assistant	06/01/2017-08/31/2018 02/11/2019 - Present
<ul style="list-style-type: none">• Developed projects to improve customer experience after Brexit and station capacity increase in the third largest and busiest train station in the world• Designed and published business reports with performance analysis, and training manuals to improve Customer Service quality• Created a complete job description guide with technical aspects of duties and employee's role• Reviewed and updated the company's operational procedures and policies• Designed signage and communication tools supporting the activity in station• Assisted in events preparation (Soccer World Cup, Poppy Appeal, Christmas, etc.)• Collaborated with the French Ministry of Interior to organize the test of an Automated Passport Control Kiosk to improve process speed and service quality	04/29/2013-09/30/2013
Customer Service Representative	
<ul style="list-style-type: none">• Made €259,697 net sales on 49 shifts and achieved the best sales score of upgrade promotion in July 2013• Checked-in passengers and ensured safety standards• Addressed escalated customer concerns• Ensured assistance for passengers in need• Assisted misconnected passengers during irregular operations	
Agnes b., Paris, France Company Project Team Leader for the Loyalty Program Development	02/09/2017-03/30/2017
<ul style="list-style-type: none">• Managed a team of 5 students and provided solutions to help the company launch a global Loyalty Program• Created a video with key solutions using a Whiteboard Animation software	

College Gerard Philipe, Aulnay sous Bois, France

09/01/2014-08/31/2015

College Timbaud, Bobigny, France

10/01/2013-08/31/2014

Full/part time Teaching Assistant

- Strengthened school communication and provided reports on progress and issues
- Developed class workshops on Professional Discovery and Internships
- Delivered methodology lessons and evaluations to meet curriculum standards
- Performed various administrative duties

McDonald's Churchill Square, Brighton, United Kingdom

11/28/2012-04/27/2013

Team Member – Cashier

- Provided quick and accurate customer service and helped customers through the ordering process
- Took care of specific individual needs and relayed orders
- Operated a cash register and ensured cleanliness according to standards

YMCA Sussex Central, Brighton, United Kingdom

11/01/2012-04/01/2013

Volunteer

- Coordinated events and communicated about activities to attendants with disabilities or a difficult social situation

Hilton Hotel CDG Airport (385 rooms), Paris, France

09/01/2011-09/30/2012

Front Office Guest Service Representative – Internship

- Welcomed, Checked-in, Checked-out individual guests and airline crews
- Improved upgrade sales
- Maintained Hilton high standards in delivered services
- Informed customers about the various attractions in the cities around the airport
- Addressed complaints

SKILLS

Tools and Technologies

- Microsoft Office (Word, Powerpoint, Excel), Google Drive, emails
- PMS: OnQ Insider, Opera, EDCS
- iZettle, Photoshop, Filmora, GoAnimate,

Industry knowledge

- Project Management • Signage and Marketing Design
- Data analysis and reporting • Event Preparation
- Procedure creation and development, Job description development
- Customer Service in Hospitality, Tourism, Transportation

Other skills

- Corporate Training and Development
- Public speaking
- International Driving License

Languages

French: First Language

English: Fluent

Spanish: Some advanced working knowledge

INTERESTS

Traveling, Hiking, Exploring historical places, Military History, Running, Gardening, Graphic Design