

# Ms. Amelie B.

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

## WORK EXPERIENCE

### **Eurostar International Limited, Paris, France**

**06/01/2017-08/31/2018**

Full time Project Developer and Manager Assistant

**02/11/2019 - Present**

- 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

- 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**

**02/09/2017-03/30/2017**

Company Project Team Leader for the Loyalty Program Development

- Managed a team of 5 students and provided solutions to help the company launch a global Loyalty Program
- Created a presentation video with key solutions using the new generation off Whiteboard Animation software GoAnimate

### **College Gerard Philippe, 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

## 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

**EDUCATION****The American Business School, Paris, France****Sept 2016-Dec 2017**

B.B.A. International Marketing – GPA: 3.53 - Graduated with Honors

**University of Nanterre La Defense, Paris, France****Sept 2014-June 2016****CUNY Queens College, New York, USA (J1 Exchange Program)**

French Bachelor of Anglophone Civilization and Language – GPA: 3.837

**University of Pantheon-Sorbonne, Paris, France****Sept 2011-June 2012**

French B.A. International Tourism, Airline Industry and Hospitality – Distinction Cum Laude

**Lycée Andre Boulloche – Livry Gargan, France****Sept 2009-June 2011**

French BTS in Business Management

**Lycée Jean Zay – Aulnay-sous-Bois, France****Sept 2006-June 2009**

High School degree, French Baccalaureat in Business

**College Gerard Philipe – Aulnay-sous-Bois, France (Middle School)****Sept 2002-June 2006****SKILLS****Tools and Technologies**

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

**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, Volunteering Work