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Rouen (76000)

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Community Manager Esports Manager, Junior

EXPERIENCES PROFESSIONNELLES

janv. 2020 /

CUSTOMER SERVICE REPRESENTATIVE

- Handle 50+ customer interactions per day, giving detailed, personnalized, friendly, and polite service to ensure customer rentention and satisfaction

Destination Madrid - Event Agency - Madrid, Spain

janv. 2019 /

Novotel Rouen Suite **** - Rouen, France

- Creation of tourist travel offers, events, team bulding, and concerts
- Management of social networks, website

Novotel Rouen Suite **** - Rouen, France

janv. 2018 /

ADMINISTRATIVE ASSISTANT - RECEPTIONIST, INTERNSHIP

- Individual or group reception in differents languages, organization of banquets, receptions and seminars

- Check-in/check-out, payment, electronic invoicing, use of Opera software, information on services and manage the hotel's social networks

DIPLOMES ET FORMATIONS

mars 2017 / mars 2019 **BTS TOURISME** - BAC+2

CAMILLE ST SEANS

COMPETENCES

video games

COMPETENCES LINGUISTIQUES

Anglais

Bilingue

Espagnol

Bilingue

Italien

Académique

Portugais

Bilingue

Arabe

Elémentaire