

An enthusiastic business finalist self-starter with years of extensive customer service experience and advising including training, end-user organization and information on OS, hardware and software as well as an effective team player with exceptional interpersonal skills.

Training

- Mar 21/ May 21 – Digital Project Manager Course – 26 Academy
- Apr/Aug 19 – Digital Specialist Course – Webforce3 Lille
- Jan 18 – Google AdWords Search, Shopping & Video
- July 16 – Citrix Certified Sales Professional (CCSP)
- Aug/Oct 12 - Cisco Certified Network Associate (ICDN2) – AFPA
- Apr/Jun 12 - Cisco Certified Entry Networking Technician (ICDN1) AFPA
- Dec 10/ Apr 11 - Microsoft Certified IT Professional Server Administrator - SQLI
- Jun 04 – DAEU A - SU/FCEP Lille3

Skills

- **OS:** XP, Vista, NT4, 2003/2008 Server, Mac OSX, iOS
- **CRM:** Outlook, MS Xchange, Lotus notes, Salesforce SFDC,
- **Prog/Db:** Html5/Css3, Bootstrap, JavaScript, jQuery, Python, MySql, PHP, Local by Flywheel
- **CMS/Social:** WordPress, Trello, SEMrush, Google Analytics, Active Campaign, Search Console
- **Cloud/Devops:** VMWare, vSphere, AWS, Azure, Apache, Nginx, Tomcat,
- **Ticketing:** Zendesk, Jira, Remedy

Experience

Interpreter En/So/Fr | FEDASIL | Belgium (French Border) 05/23 – /

Interpreting in notification procedure, asylum information, psychological vulnerability & other operational activities

Cultural Mediator En/So/Fr | European Asylum Support Office | France 02/20 – 02/23

Interpreting in asylum & immigration interviews, asylum applicant registration & notification procedure, asylum information, admissibility, eligibility, vulnerability Interviews & other operational activities.

Content Manager, SEO Strategist | Destinationclients.fr | Lille 09/19 – 11/19

Content Manager & SEO strategist internship at Destinationclients.fr concluding my Digital Specialist Training (Digital Project Management Specialization) at WebForce 3.

- Content Creation for Online Publication
- Creation of an adapted SEO Strategy
- Editorial planning, how to identify the best topics, prioritize them, long-term strategy
- Process construction planning, writing & content promotion
- Sales & Social Networking (Facebook, LinkedIn) using the following tools & Methods:

WordPress, UX/UI, PHP, Database: SQL, PHP, Sales & Social Networking, Trello, Monday, Agile & Scrum, Slack, Calendly Trello, SEMrush, Zoom, Google Analytics, Search Console.

Airbnb Customer Experience Specialist | Acticall | Lille 07/18 – 04/19

Answer calls, emails, and case work from customers on Zendesk & through Genesys, Work to resolve queries proactively inform customer on product features & benefits, updates, Account setup, fix payments issues, provide information on Airbnb website & policies.

Google Digital marketing Consultant | Zevas | Dublin 01/18 - 03/18

Presentation of Google Digital Marketing Solutions to high potential Companies in view to join the Google Digital Development Partnership Program.

Analyze and rate websites to determine compatibility with Google Advertising platforms in order to boost their visibility.

Dealing with diverse stakeholders such as Marketing, Sales, Pre-Sales, Engineers in order to keep updated information at Zevas

KYC Fraud Investigator Specialist | Amazon TRMS | Prague 11/16 - 01/18

Investigate to evaluate seller profile and all documents they provided in deep screening & allowing/denying account creation

Take appropriate action to identify and help minimize the risk posed by fraud patterns and trends, participate in projects/assignments

Documentation review: credit card statements, bank account statements and customer response in order to determine the legitimacy of the account and account holder

Citrix Business Development Representative | Icon | Prague 05/16 - 11/16

Identify and qualify new business opportunities for Citrix in ICON Communication Centre s.r.o.

Build relationship with businesses and service providers, generate and manage sales opportunities by building, maintaining and nurturing a healthy pipeline

French iOS Tier 1 Support Advisor | Apple | Cork 06/15 - 01/16

Provide and develop creative solutions to complex support to Apple customers on iOS

Develop and maintain strong, professional relationships with Apple's customers

Demonstrate a high level of customer service when helping a customer

Identify and escalate emerging product or customer dissatisfaction issues

Identify opportunities for operational improvements and suggests improvement strategies

French Canadian Fraud/Limitations Agent | PayPal | Dundalk 10/13 - 06/15

Answer calls, mails, and case work from customers and work to resolve queries in real time or pass the information to the relevant PayPal service to be dealt with appropriately

Proactively recommend and educate the customer about features and benefits of products

Provide telephone and email support to setup buttons on merchant accounts and websites,

Troubleshoot PayPal issues, provide information, support on PayPal risk policies & practices,

Assign and release limitations on account following thorough verification of ID documents

Review PayPal accounts and determine the legitimacy of the account holder

Research using the appropriate tools, limiting accounts as appropriate or lifting limits

Documentation review: credit card statements, bank account statements and customer

response in order to determine the legitimacy of the account and account holder

CS Associate | Amazon.com | Cork 10/09 - 12/09 (Temp Contract)

Telephone and email service support to customers

Interact with other departments to make things happen and solve issues

Deal with complaints in relation to incorrect or late orders, and damaged goods

Information on products and services provided by amazon

Hotliner SFR9Box | TP | Lille 09/06 - 06/07 (Temp Contract) Troubleshoot

ADSL lines & setup, help client on account configuration

Tech Support | Spie | Lille 05/08 - 08/08 (Temp Contract) Creation and

dispatch tickets to adequate services according issues

Helpdesk | Ajilon Consulting | Lille 12/07-01/08 (Temp Contract)

Servers & Network management, monitoring 7 activities

Sales Representative Canal + | Acticall | Lille 11/07 - 12/07

Presentation and placement of the channel new offers to the prospects

Hotliner Club-Internet | Acticall | Lille 09/06 - 11/07

Toubleshoot ADSL lines & device setups, help client on accounts configuration

