

Skills

Excellent abilities in communication
Extensive range of computer and new media skills.
Excellent organizational skills.

Work experience

Since 2012

Freelance Translator

Texts and documents translation for online companies from english and spanish to french.
Translate.net
Mantatranslation

03.02.2014 – 17.02.2014.

French Customer Support.

Managing queries of demanding fashion customers via phone and mail and solving them, account management, after sales services.
JustFab International. Berlin – Germany.

Aug 2012- January 2014

Customer representative French for the Apple project

Telemarketing (phone and mails), Sales and after sales services, Leads creation to Business customers, First level technical support, technical advices.
Righthead GmbH, Berlin

July 2009 – March 2011:

Secretary

Administration tasks, Correspondence management, Assistance to the Spanish citizens and translation of documents.
Spanish Consulate in Togo.

April 2006 – August 2008

Marketing Manager

Prospecting markets, searching clients, recovering credits.
CCEC : Caisse Commune d'Epargne et de Crédit. Lomé, Togo.

Periods in 2009 / 2008 / 2007

Tourist Guide

Organization (accommodation and transport booking) of one week trips for American tourists. Welcoming and accompanying tourists.
Independent worker.

January 2006-March 2008:

Hotel Agent

Welcoming hôtel clients and keeping a record of clients

Provide the client information about the different services offered by the hotel.

Booking taxis, restaurant, concert when necessary
Upstream planification of bookings received by mail, fax or phone
Cristal Hotel, Kpalimé, Togo

Education and training

October 2011- January 2014

Diploma in Secretarial studies

Law, Communication, Data base management, Economy of Andalusia, Accounts management, English.

I.E.S. Professional Beatriz de Suabia. Seville, Spain

July 2013

Online course (Amadeus), 1st Level,

Baleares Formación, Spain

September 2012

Intensive 1-day course: "Effective selling and counseling on the phone"

Customer Esteeming, Identification of Customer's needs, Communication aspects.
Aha!Talent Experts. Berlin.

July 2011

German language diploma A2-B1

Goethe Institute. Lome, Togo

September 2000

French high-school diploma Literature and language

Lycee de Tokoin. Lome, Togo.

Languages

French / Ewe: Mother tongues

Spanish: Advanced

English: Advanced

German: Intermediate

Portuguese: Beginner

Computer skills and competences Microsoft Office (Word, Powerpoint, Excel, Publisher, Access) Internet browsing.