



Nationalité FRA et GBR
Permis B

Paris (75000)

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Responsable polyvalente, Sénior

EXPERIENCES PROFESSIONNELLES

mars 2022 /

Service Manager

KDS (An American Express Global Business Travel Company), Paris

- * Service and configuration of a complex SBT for a portfolio of clients
- * Track and update the service funnel in Salesforce
- * Data Analysis for Travel and Expense usage
- * Regular client calls to establish best practice and optimal usage of the tool
- * Monthly reporting of tasks and SaaS executive support hours to external clients and internal teams

févr. 2022 / mars 2022

Assistant to Luxury Experience Designer

Queen of Clubs Lifestyle Luxury Services, Paris

- Fixed-term contract to help with the high level of demand
- * Researched and prepared luxury travel itineraries for clients and agencies
 - * Tracked and updated the sales funnel in the in-house CRM system

nov. 2014 / mars 2020

Trading and Business Development Manager

STA Travel France, Paris

- Relocated from London to Paris as Manager of the French retail store. Promoted to Trading and Business Development Manager following a restructure
- * Negotiated and project managed partnerships with Tourist Boards and Airlines
 - * Coached the Sales team in person and remotely to optimise revenue and conversion. Grew land product sales by 20% over 2 years.
 - * Chaired monthly trading meeting with the UK Senior Management team
 - * Collaborated with colleagues from all departments to implement new systems, ensure smooth migration and operational excellence.
 - * Monthly 1to1 meetings with the sales team
 - * Managed the sales pipeline with the reservations team
 - * Represented the company at trade events
 - * Coordinated the restructure and partial relocation of the French division, negotiating with the French legal team, UK senior management and HR.

févr. 2013 / nov. 2014

Team Leader

Topflight Travel, London

- Headhunted by Topflight Travel to join their groups team for ITV Travel. Promoted to team leader after 5 months.
- * Worked with production teams to service all travel requirements
 - * Regular meetings presenting to all levels of ITV staff and crew
 - * Project managed ITV Studios France integration to UK Travel operations
 - * Delegated and allocated projects within the groups team
 - * Negotiated airline contracts and coordinated RFQ for large productions
 - * VIP and celebrity bookings

oct. 2011 / févr. 2013

Senior Business Travel Consultant

BCD Travel, London

- * Serviced VIP bookings for large busy account
- * Assisted with reports on team performance and productivity
- * Achieved 99% pass in VA1 fares and ticketing
- * Distribution of enquiries with the team to adhere to SLA
- * Constructed complex itineraries, respected tight deadlines

juin 2001 / oct. 2011

Store Manager

STA Travel, Edinburgh, and London

Started as a Travel Consultant in Edinburgh, moved to London for a

management position, eventually becoming Manager of the flagship store
** Delivered revenue, conversion, volume targets and growth*
** Developed, implemented, and adhered to best practice procedures*
** Sold complete range of products, regularly exceeding personal revenue targets*
** Local area marketing*
** Chosen as a pilot team for system migration from Sabre to Amadeus*
** Completed in-house Management Development Programme*
** Papillon du Bois Insight training*
** Presentation skills training*
** Coaching skills training*
** Penny Ferguson Living Leader training*

COMPETENCES

Microsoft Office, Business Development Manager with, building, SBT, Salesforce, Data Analysis for, SaaS, CRM system, Sabre

COMPETENCES LINGUISTIQUES

Anglais

Bilingue

Français