



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