

Florence Dauce

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Personal Profile

A confident and highly motivated individual - with a wide range of skills and a professional approach to duties. Organised and efficient - using initiative to meet targets and deadlines consistently. Able to take responsibility and work effectively unsupervised or as part of a team - I am keen to use my skills within a challenging environment.

Key Skills

Administration	keeping records, clerical and general admin duties
Computer	Word, Excel, PowerPoint, Internet, Outlook, updating website
Languages	fluent English / French/ Spanish, basic Portuguese, some Chinese
Researching	sourcing/translating information, interpreting results
Organisation	planning and prioritising workload, multi-tasking
Accuracy	eye for detail, checking correct paperwork completion
Target achievement	meeting targets and deadlines consistently
Communication	good verbal skills at all levels, customer service, partnership relations
Interpersonal	building effective working relationships
Problem solving	resolving issues, dealing with a wide range of queries
Reliable	good attendance, punctual
Teamwork	contributing to team effort

Experience

- MARKETING ASSISTANT - Internship** 2010
Estudio Hispanico, Barcelona
- Taking email bookings from French/Portuguese students, keeping records
 - Bank transfer/credit card/cheque payments, queries - email/telephone/Skype
 - Liaising between school and students, resolving issues, translating, researching
 - Meeting targets and strict deadlines, working unsupervised/as part of a team
- COMUNICATIONS and MARKETING ASSISTANT - Placement** 2009
Institut Francais de Madrid, Spain (French Institute of Madrid)
- Promoting linguistic journeys in France for Spanish people, meeting targets
 - Meeting customers, processing payments, general admin, teamwork
- COMUNICATIONS and MARKETING ASSISTANT - Internship** 2008
ARCA Cooperative Agricole, France (Agricultural Cooperative)
- Researching for specialised market survey, translating information accurately
 - Working unsupervised/as part of a team, meeting targets and deadlines

Education and Training

Masters Degree in Applied Languages and International Affairs

Batchelor's Degree in Foreign Languages Applied to Economics

Baccalaureat (English, Mathematics, Economics, History)

Erasmus Exchange, Ireland (studying Geopolitics, Marketing, English, Spanish)

Personal

Interests: basketball, French boxing, swimming, reading, music, voluntary work

References available on request