


Contact information

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Education

CABIN CREW ATTESTATION

AEROSCHOOL, NANTERRE

FEBRUARY- AUGUST 2023

BACHELOR DEGREE IN ENGLISH STUDIES

Université de La Réunion.

2012-2015

ERASMUS YEAR

*University of Sheffield, UNITED
KINGDOM.*

2013-2014

SKILLS

- ENGLISH: Bilingual
- TOEIC 985/990
- First aid trained
- Customer Service
- Sales
- Conflict resolution
- Teamwork
- Adaptability
- Autonomy
- Initiative
- Punctuality
- Versatility
- Time management

RABESON Cynthia Eliane



RELEVANT EXPERIENCE

Receptive Reservation agent:

MILLE TOURS DMC , St-Paul, REUNION ISLAND

May 2024- Jan 2025 (8 MONTHS)

B2B role, working with a Tour Operator based in Marseilles, France. My main role was preparing our guests' stays in Reunion island. Daily tasks included:

- Booking a range of accommodations
- Creating tailored self drive tours including specific must see stops on the island
- Taking care of escalations
- Booking a variety of activities

Working Holiday Visa - Australia

**Condamine Pub Hotel- / Waymark Hotels, Chinchilla/ The
Central Hotel, Cloncurry/Outback Pioneers, Longreach, / The
North Gregory Hotel, Winton**

MARCH 2020 -NOVEMBER 2022 (2 years and 8 months)

- Hospitality, Tourism and customer service experience:
- Barmaid / Bar Manager
- Hotel Receptionist
- Housekeeping

Analyst, Resource Deployment Manager, EMEA Scheduling and Dispatch |DELL TECHNOLOGIES, (Cork, IRELAND)

- In charge of optimising the Paris market
- Ordering parts for maintenance on customer's data storage servers. (worked with DHL and FEDEX)
- Scheduled interventions with customers
- Handled escalations and ensured customer satisfaction
- In charge of monthly reports + analysing datas for my team

OCTOBER 2017-FEBRUARY 2020 (3 years)

Hotel Reservation Agent at Starwood Hotels & Resorts (Marriott Group)- (Cork, IRELAND)

JUNE 2016-SEPTEMBER 2017 (One Year)

- Ensured great customer service for hotel guests by following the company guidelines and procedures
- Made hotel reservations for hotels worldwide that were part of Starwood Hotels & Resorts (now Marriott International)
- Worked on translation projects for the website regarding new promotions/discounts for the loyalty program
- Best performer of my team for several months during my time in the group