

Pierre-Yves Poaty

Content Moderator

Pierreyves.poaty@gmail.com
+33 6 65 16 68 33
13 Allée des Angelards
78430, Louveciennes, France

Graduated from Visiplus Academy in Community Management and Brand Content and holding a BTS in Communication, my goal is to successfully carry out assigned tasks by leveraging skills acquired through my professional and personal experiences. I am looking to join a company where my strong sense of service will be an asset..

Professional Experience

- ❖ Proficiency with office and editorial tools
- ❖ Structured argumentation skills
- ❖ Strong observation skills / Emotional resilience
- ❖ Professional empathy and reassuring demeanor
- ❖ Data entry and customer record updates
- ❖ Discretion and respect for confidentiality
- ❖ Time and route management
- ❖ Face-to-face and phone reception
- ❖ French: native speaker / English B2

Expérience professionnelle

Customer Advisor | Rueil-Malmaison, France
Permanent Contract (January – May 2025)

BNP Arval

- Assistance to French-speaking customers for long-term rental services
- Handling requests related to contracts, invoices, and vehicle assistance
- Collaboration with back-office teams to resolve technical cases

Customer Advisor | Lisbon, Portugal, (2022 – 2024)
Fixed-term Contract

American Express

- Managing an international high-end clientele with high expectations
- Secure processing of sensitive financial data
- Promoting premium services and maintaining a high level of customer satisfaction

Assistant Manager | Marly-le Roi, France
Fixed-term Contract (January – December 2021)

Assistant Manager

- Administrative coordination and operational follow-up
- Organizing meetings and drafting minutes
- Designing performance dashboards
- Managing email inboxes

Education

✓ **Driving License (Category B)**

Community Management & Brand Content — 2021

Visiplus Academy, Paris, France

Higher National Diploma in Communication — 2015

Icoges, Paris, France

STMG Baccalaureate — 2013

Lycée Le Bon Sauveur, Le Vésinet, France

Interests

Sport & Wellness :

Calisthenics, sophrology, weight training

Culture & Leisure :

Reading (psychological novels, philosophy, art books) and cooking (traditional recipes and culinary discoveries)

Aesthetics and Design :

Art and interior space planning