

# ALICE GIBOTTEAU

## TRUST AND SAFETY AGENT

### CONTACT

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alice.gibotteau@gmail.com

France

### SKILLS

Organized  
Versatility  
Dedicated  
Independent  
Communication  
Dynamic  
Team spirit

### EDUCATION

#### Head housekeeper certification and training (2020-2021)

Hospitality and Tourism school,  
Toulouse

#### Hospitality Management higher national diploma (2018-2020)

Hospitality and Tourism school,  
Toulouse

#### A level in hospitality and food technology (2015-2018)

Hospitality and Tourism high school,  
Toulouse

### LANGUAGES

French : Mother tongue  
English : Fluent  
Espagnol : A2

### ABOUT ME

Since the beginning of 2025, I have been working in the digital sector, where I've developed a strong interest in this dynamic and fast-evolving field. I am now eager to grow further and contribute to innovative projects.

### WORK EXPERIENCE

#### CONTENT MODERATOR - TRUST AND SAFETY AGENT

January 2025 - February 2026 / TELUS DIGITAL, Sofia, BULGARIA

Reviewed content to ensure it followed guidelines and standards  
Worked with team to improve moderation processes and user experience  
Trained agents to improve skills  
Multiskills

#### HOUSEKEEPING ATTENDANT

May 2024 - October 2024 / REEF VIEW HOTEL, Hamilton Island, AUSTRALIA

Cleaning rooms and areas  
Guest service and demand

#### VOLUNTEERING ON A FARM

March 2024 - April 2024 / Clare Park, Grenfell

Short-term farm work in exchange for food and lodging  
Cultural exchange by staying with locals  
Gain local and practical experience

#### HOUSEKEEPING SUPERVISOR (2021/2022) - FIRST HOUSEKEEPING SUPERVISOR (2022/2023)

October 2021 - Septembre 2023 / HOTEL CHEVAL BLANC SAINT BARTHELEMY (61#)

Inspected rooms and villas everyday  
Quality control after inspected rooms  
Supervision of inventory management (amenities, furnitures...)  
Opening and closing housekeeping department  
Housekeeping supervisors management and room intendant management  
Team briefing everyday and grooming inspection  
Helping room intendant on busy day and doing guest requests  
Training new employees and interns, Conducting annual evaluation interviews, Team conflict resolution  
Replacement of the assistant housekeeping manager for the last 6 months