



Julie Pansart

Digital Marketing & Social Media | Travel & E-commerce
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French digital marketing professional with a Double Master's in Digital Conception & Digital Communication and experience across social media management, paid advertising and content creation. Passionate travel enthusiast with an international mindset, currently based in Lisbon and relocating to Spain. Fluent in French and English, conversational in Spanish. Energetic, adaptable and client-oriented — thriving in fast-paced, multicultural environments.

EXPERIENCE

- Expedia Relocation Consultant** · **Teleperformance Portugal** Nov 2024 – Present · Lisbon, Portugal
- Provided daily consultations to international clients on relocation and travel solutions across multiple markets
 - Delivered personalized recommendations to resolve complex cases and optimize customer satisfaction
 - Consistently met and exceeded KPIs including case resolution rate, customer satisfaction and retention
 - Developed strong cross-cultural communication and account management skills in a multilingual environment
- Social Media Manager** · **Utria Hostel** Feb – May 2024 · Colombia
- Managed paid and organic social media campaigns across all platforms
 - Organized and promoted a surf competition through targeted digital campaigns
 - Produced and edited photo and video content to increase brand visibility and engagement
- Social Media Manager** · **Capfun** Feb – Aug 2023 · France
- Managed social media communications across three campsites simultaneously
 - Trained and onboarded new community managers on brand guidelines and content strategy
 - Created visual content (infographics, videos) and organized external communication events
- Social Media & Content Manager** · **Capfun** May – Aug 2022 · France
- Managed content calendars across LinkedIn, Instagram, Facebook and TikTok
 - Created platform-specific content using Canva and Photoshop, edited videos with Premiere Pro
- Community Manager** · **Imagypress** May – Jun 2020 · France
- Developed brand partnerships through prospecting and e-mail campaigns
 - Created infographics for multiple brands and covered events through photo shoots
- Internal Communication Intern** · **Berner France** Mar – Jun 2020 · France
- Coordinated internal communications for the company's 50th anniversary (500 employees)
 - Designed infographics and renewed annual catalogues using Illustrator and Photoshop
- Head Waitress — Seasonal** · **Various Restaurants, France** Summers 2018 – 2023
- 5 seasons managing table service and customer relations in high-volume restaurant environments
 - Developed resilience, team coordination and client-facing skills under pressure

EDUCATION

- Double Master — Digital Conception & Digital Communication** · **Université Catholique de l'Ouest** 2021 – 2023 · Angers, France
- Licence — Information & Communication** · **Université Catholique de l'Ouest** 2018 – 2021 · Vannes, France
- Erasmus Exchange — Communication & Marketing** · **Belgium** · Namur · 2019
- Baccalauréat ES** · **Lycée Henri Avril** 2018 · Lamballe, France

SKILLS

- Digital & SEO:** Meta Ads Manager, Google Ads, SEO (on-page, off-page), Google Analytics, Search Console
- Content & CMS:** WordPress, Content Strategy, Canva, Photoshop, Illustrator, Premiere Pro
- Tech:** HTML, CSS, Python — acquired during Master's degree
- Languages:** French (native) · English (C1) · Spanish (B2)
- AI Tools:** ChatGPT, Claude, AI-assisted content creation & workflow optimisation

INTERESTS

Surfing · Travelling · Video creation & editing · Swimming · Cultural exchange