

Mathilde **MULERO**

BILINGUAL (FR/EN)



Enthusiastic and versatile professional with experience in windows environment. Bilingual (French/English), open to relocation or remote opportunities.

- ✉ Mathilde.mulero@gmail.com
- 🏠 Budapest
- 💻 Open to remote work
- 📞 +36 30 768 1365

Languages

- French**
Native (C1)
- English**
Professional Working Proficiency (B2)
- Spanish**
Professional (B1)

Skills

- Sales
- Reporting
- Salesforces, SAP
- Generative AI
- Solving complex issue
- Handling customer issues via phone
- Cloud Server

Skills

- Skills
- Achieved **99% customer satisfaction** on customer interactions and calls, **in a high-volume, time-critical windows environment**.
- IT service management exposure within aviation environments
- Incident, request & escalation handling in operational contexts
- Coordination between IT, operations, and business stakeholders

Education

- Master Manager Business Unit
ESG, Remote, OR, USA
From May 2025 to November 2025
- Bachelor in Marketing and Business
Development Officer
Ecole des Sciences et Technique Commercial, Marseille, France
From February 2024 to June 2025
- Sales Representative
Chambre des commerces et de l'industrie, Aix Marseille Provence
From June 2023 to June 2024
- University Access Diploma
Ut2J Jean-Jaurès, Toulouse
General Baccalaureate
From October 2019 to June 2020

Work experience

- IT Support Level 1 for AirFrance
Unisys, sub-contracting for Airfrance, Budapest, Hungary
Since February 2025 (1 year)
 - Achieved **99% customer satisfaction** on customer interactions and calls, **in a high-volume, time-critical aviation environment**.
 - Understanding of airline operational** workflows supported by IT systems
 - IT service management exposure within aviation environments
 - Incident, request & escalation handling in operational contexts
 - Coordination between IT, operations, and business stakeholders
 - Familiarity with **aviation-related IT** platforms (passenger services, **airport operations**, MRO systems)
 - Digital transformation **support in airline & airport operations**
 - Data-driven **problem solving in operational IT contexts**
 - Risk awareness in safety-critical environments
 - Change management in regulated **aviation settings**
 - SLA, KPI & service performance awareness
- Sale Executive
Véolia , Toulouse
From May 2023 to December 2023 (7 months)
 - Achieved consistent sales results through outbound cold calling, with an average of 6 product sales closed per day.
 - Customer advisory & product presentation
 - Understanding customer needs & expectations
 - Upselling & cross-selling of products
 - After-sales support