



# JADE TEYCHENNE

## TOURISM, EVENT & CUSTOMER CARE SPECIALIST

### PERSONAL INFORMATION

FRENCH

18.07.1995

MADRID, SPAIN

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### SKILLS

PROJECT MANAGEMENT,  
CUSTOMER CARE,  
COMMUNICATION & SALES  
SKILLS.

### PERSONALITY

PATIENT, OPEN-MINDED,  
SMILING, ORGANIZED,  
AUTONOMOUS, RESPONSIVE

### HOBBIES

TRAVELLING, READING,  
PHOTOGRAPHY, POTTERY, MIXED  
MARTIAL ARTS, CINEMA

## WORKING EXPERIENCES

### ONBOARDING & CUSTOMER SUCCESS MANAGER

FREELANCER - 2022-2024

- **Recruitment and qualification:** Aligning candidates' aspirations with my clients' offerings. Hire professionals to expand client portfolio's
- **Administrative management:** Collecting, verifying, and validating required documents; follow-up calls to ensure smooth integration and product familiarization.
- **Customer retention:** Maintaining a high level of customer satisfaction by proactively anticipating and resolving issues (tickets/phone).
- **Escalation management:** Proactively resolving complex problems, minimizing escalations, and preserving the company's reputation.

Clients: **WeCasa** (In-home personal services booking platform); **Berlin-Paris-Berlin.Eu** (French/German translation bureau).

### PRE DEPARTURE CUSTOMER RELATIONS CONSULTANT

WORLDIA - TOUR OPERATOR - PARIS, FRANCE -  
NOVEMBER 21 - DECEMBER 22

- Assist travel agencies (B2B) with modification fo their trips or cancellations.
- Phone, handle tickets (Hubspot)
- Create travel roads.

### PRODUCT MANAGER JUNIOR

HORTENSIA TOURISM AND TRADING, VIETNAM | DECEMBER  
19 - JUNE 21

- Production and creation of tours in South-East Asia.
- Follow-up of all the group travelers (welcome them in Saigon, handle any problems that could happen during the trip).
- Sales for the french-speaking market (B2B, B2C)

### PAYMENT SUPPORTER

GAMIGO GROUP GERMANY | JULY TO NOVEMBER 2019

- Investigation of fraud reports for the billing department of one of the leading publishers of online games in Europe and North America.
- Complaints handling via phone and e-mail.

### CUSTOMER SERVICE & SALES

HAPPYCAR GERMANY | JANUARY 19 - OCTOBER 2019

- Started as an intern, then was hired as a part-time employee (Minijob) for an online car rental portal company.
- Support and Sales for the French Market Department.
- Handle phone calls, e-mails, help customers with their bookings.

### INTERN - PRODUCT DEPARTMENT

EXO TRAVEL VIETNAM | MARCH 2018 - JULY 2018

- Assisting Product team to research/collect information.
- Inspect new products - touring, hotel and restaurant.
- Supporting Product team to create required PowerPoint presentations.
- Working closely with Bangkok office to make sure all new tours are translated into different languages.

# EDUCATION

## IMMOSCHOOL X JC PIERI

ROUEN - 2024  
PHOTOGRAPHY AND VIDEO TRAINING  
USE OF DESKTOP PUBLISHING SOFTWARE

## MASTER 2 - TOURISM : LUXURY AND HOSPITALITY

UNIVERSITY PARIS-EST MARNE-LA-VALLÉE | 2018 - 2019

## MASTER 1 - TOURISM

UNIVERSITY PARIS-EST MARNE-LA-VALLÉE | 2017 - 2018

## BACHELOR IN FOREIGN LANGUAGES, LITERATURE, CIVILISATION (ENGLISH SPECIALISATION)

UNIVERSITY PARIS-EST-CRÉTEIL | 2013 - 2016

## BACCALAUREATE (LITERATURE)

HIGH SCHOOL GABRIEL FAURÉ OF FOIX | 2010 - 2013  
SPE. IN CINEMA AND AUDIO VISUAL PRODUCTION

## LANGAGES

- French (Mother Tongue)
- English (Fluent)
- German (Beginner)
- Vietnamese (Beginner)

## SOFTWARE

- Pack Office
- Adobe Photoshop
- Lightroom
- Zendesk, Hubspot, Intercom, Zoho

## OTHERS

### FREELANCE PHOTOGRAPHER

Passionate by photography, I have been practising it for more than 8 years. I have been working with model agencies such as ELITE Vietnam, makeup and hair stylist artists, clothes & jewels designers. In 2016 I shot the photography of the violinist Claire Couic's new audio CD and in 2017 I made my first exhibition in France, portraying young Vietnamese children.

### GAP YEAR (2016) - VOLUNTEER IN HO CHI MINH CITY, VIETNAM

Right after my bachelor I decided to volunteer in a Vietnamese orphanage. I stayed there several months and used to teach English everyday to young children as well as organizing educational activities.