

Sandra PANACCIONE

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Highlights of qualifications & skills

- +5 years of experience in the customer service and sales industry
- Both fluent in French and English
- Boosted company (Marco Vasco) sales by achieving 151% of my sales target from the first year
- Excellent communications skills, both in verbal and written
- Proficient in MS Office, HTML and CSS
- Ability to work independently, under pressure, attention to detail and excellent team player

Professional experiences

June 2019 (3 semaines)

Cashier – *Second Cup CAFE & Cie, Montreal, Canada*

November 2018 - April 2019 (6 months)

Front-end developer (training + internship) - *D-Edge, Paris, France*

- Implemented design mock-ups using HTML, CSS, Vanilla Javascript and React components
- Involved in the creation of a web application with Angular and Symfony
- Used Git/GitHub as a tool for collaboration and version control

July 2016 - October 2018 (2 years and 3 months)

Travel specialist - *Marco Vasco (Travel agency), Paris, France*

- Created customized travel itineraries encompassing air and land arrangements
- Managed files from inquiry stage, follow up, closing the sale, processing the reservation to final release of documentation
- Utilized supplier tariffs and special contracts, worked with Galileo GDS
- Became an expert for selling Oceania destinations in product knowledge
- Trained new team members
- FAM trip to Fiji in May 2017 to participate to the FTE, meet new suppliers and discover the destination

July 2015 - December 2015 (6 months)

Sales assistant - *Nature & Découvertes (Retail store), Paris, France*

- Exhibited skills in guest orientated, service minded and responsiveness especially during high peak seasons
- Managed the well-being area (45% of store's turnover) : stock management, merchandising, and achievement of target sales

December 2014 - April 2015 (5 months)

Holded two job at a time : barmaid and coffee waitress - *Wanaka, New Zealand*

July and August 2014 (2 months)

Sales assistant in a bakery - Sydney, NSW, Australia

November 2011 - August 2013 (1 year and 9 months)

Sales assistant - *Nature & Découvertes (Retail store), Paris, France*

- Exhibited skills in guest orientated, service minded and responsiveness especially during high peak seasons
- Managed the well-being area (45% of store's turnover) : stock management, merchandising, and achievement of target sales

Education

November 2018 - April 2019

Web developer - *WebForce 3, Paris, France*

September 2010 - June 2011

Bachelor degree International Tourism - *EPH, Paris, France*

September 2009 - June 2010

BA International Business and Languages - *Napier University, Edinburgh, Scotland*

September 2007- June 2009

2 year technical degree in communication - *IUT Paris Descartes, Paris, France*

Personal experiences

July - September 2019

Two months and a half of roadtrip in Canada and the US as part of my working holiday visa in Canada. Places visited in Canada : Montreal and Quebec City, Charlevoix area up to Tadoussac area, Gaspésie, New Brunswick, Prince Edouard Island and Nova Scotia, Calgary, Banff and Yoho National Parks. Places visited in the US : Boston and New-York, Mt Rushmore, Grand Teton, Yellowstone and Glacier national parks.

Between June 2016 and April 2019

Weekend trips to Dublin, Edinburgh, London, Brussels, Bruges, Amsterdam and Roma and several places in France. Two weeks holidays : in Slovenia, in Portugal and Spain.

January - May 2016

Discovery of the cultural, natural and heritage wonders of South America : Columbia (two months), Perou and Bolivia (one month), Chile and Argentina (two months).

September 2013 - June 2015

Immersion trips in Australia (eleven months) and New Zeland (eight months) with working holiday visas in order to discover and experience other way of life and cultures. Between these two destinations, I've traveled in Indonesia (one month), Singapore (fifteen days) and Thailand (one month).