

Cyril Lescop

39 Arklow Street, Arbour Hill, Dublin 7

+353 863579329

cyrilmandoulis@hotmail.fr

Profile

Patient, open-minded and an adaptable person with 3 years' experience in caring and entertaining children. One and a half year experience in multilingual customer services. Developed abilities in organizing my work on an efficient manner. Good communicator, dealing easily with people from different backgrounds and speaking five languages. Quick learner, able to work on own initiative and as part of a team.

Languages

Native French

| Other languages | COMPREHENSION | | EXPRESSION | | WRITING |
|--|---------------|------|-----------------------------|---|---------|
| | Listen | Read | Take part in a conversation | Express himself orally and continuously | |
| German | B2 | B2 | B2 | B1 | B1 |
| <i>Goethe-Zertifikat B1 – 10/06/2015</i> | | | | | |
| Spanish | C1 | C1 | C1 | C1 | C1 |
| <i>Diploma de Español como lengua extranjera B2 – 17/07/2015</i> | | | | | |
| English | B2 | C1 | C1 | B2 | B2 |
| Italian | B2 | B2 | B2 | B1 | B2 |
| Russian | A1 | A1 | A1 | A1 | A1 |

Nivel: A1/2: basic user - B1/2: independent user - C1/2: proficient user
Common European Framework of Reference for Languages

Work Experience

Multilingual customer service representative

November 2015 - Actual Citrix, Dublin (Ireland)

- Answering to phone calls in French, German, Spanish and English.
- Creating technical support cases before sending to the correct engineer team.
- Resolving general enquiries of American customers.

Multilingual customer service representative

Jun 2014 – August 2015 Interaction, for Citi Bank, Dublin (Ireland)

- Answering to phone calls and e-mails in French, German, Spanish, English and Italian.
- Resolving enquiries of Italian pensioners living abroad.
- Coaching new CSRs.
- Employee of the month for April and June 2015

Field Representative

May and June 2014 XR Marketing, Dublin (Ireland)

- Daily meetings with the whole team.
- Daily practice and improvement. Working on targets.
- Knocking door to door on the field, looking for people who can contribute to charities.
- Direct face to face customer work.

Interpreter (French – German)

Sep 2013 Town Hall of Lorient (France)

- Worked as an interpreter during guiding visits in the city and some museums (for groups of about 40 persons)

Volunteer - Multi-lingual Guide

Feb – Mar 2013 Omaere ethnobotanic park, Puyo (Ecuador)

- Worked as a guide in French and Spanish for tourists and organised school tours
- Prepared visits, learning 30 pages of description in two languages
- Translated one part of the guide book in German
- Implemented the building of a greenhouse in order to plant seeds for reforestation

Kids Activities Leader

Dec 2011 / Dec 2013 Town Hall of Lorient, Twinning Service (France)

- Travelled to Germany for two five day stays
- Managed a group of 35 children ages 10 to 12 with 3 other carers
- Responsible for taking care of the children for meals and getting dressed
- Worked as an interpreter during some visits
- Assisted French and German children in communicating together

Kids Activities Leader

Jul 2011 / Jul 2012 /
Aug 2013 Town Hall of Ludwigshafen (Germany)

- Organized various workshops (biology discovery, Celtic culture and tourism information) for german children ages 6 to 13
- Participated in team meetings for days' planning and themes' creation

Kids Activities Leader

Oct 2010 – Jun 2012 Town Hall of Lorient, Children's Service (France)
Sep – Dec 2013

- Prepared sport activities in two different schools (children ages 3 to 12) at lunch times
- Organized special events like Carnaval and Literature festival of Lorient with children and

- with parents
- Made handcraft with children in order to raise money for school travels
- Dealt with difficult children and met them in one to one
- Participated in daily meetings

Kids Activities Leader

Nov 2010 – Mar 2012 Centre Social de Kervenane District (French welfare), Lorient (France)

- Assisted children ages 8 to 12 with their homework
- Responsible for organising volunteers' work with children
- Met parents for feedback and convinced them to take part in activities
- Did activities (world discovery) with children
- Led them to the swimming pool, zoo or museums on Wednesdays

Education and Training

| | | |
|----------|---|--|
| Jun 2010 | Bachelor Degree in Biology | University of UBS, Lorient and Vannes (France) for the 2 first years and University of Heinrich-Heine, Düsseldorf (Germany) for the third year |
| Apr 2008 | BAFA Certificate (compulsory for working with children) | Youth, Health and Sport Department, Vannes (France) |

Interests and Achievements

- Travelling and exploring new cultures
- Writing (travel journal) and drawing
- History