

Cyril Lescop
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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	C1	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	C1	C1
Italian	B2	C1	C1	B2	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

Volunteer – Kids activities leader and languages events

Sep – Nov 2016 Artful English, Miass (Russia)

- Intervention in various English classes for different kind of activities: around my country, board games, handcrafts...
- Leading a group of 8 kids twice a week for preparing a theatre performance
- Special events with adults or kids around English, languages, learning, culture...
- Take part in a weekly English camp. 8 kids, sports and handcraft in English.

Kids Activities Leader

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

Sep – Dec 2013

May-July 2016

- 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

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 / Town Hall of Ludwigshafen (Germany)
 Aug 2013

- 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

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