AMEL BEN SASSI

Administrative Assistant

CONTACT

Ferney-Voltaire, France
amel.bensassi@outlook.com
amelbensassi.com
French citizen

SKILLS

Languages

- French: native
- English: B2 (fluent)
- Spanish: B1 (intermediate)

IT

- Word
- PowerPoint
- Outlook
- Excel
- Teams
- SharePoint
- Titan software
- Teamhub software
- Access Control software
- Callstream software

Management

- Management
- Human resources
- Business analysis
- Communication
- Economics

PROFESSIONAL EXPERIENCE

Feb 22 – Sep 23 | Business Centre Manager (Community Sales Manager), Meyrin (Geneva)

Regus

- *Operational responsibility for the centre*
- *Ensured compliance with company standards (quarterly audits)*
- *Anticipated client move-ins so that everything was ready on arrival*
- *Raised and followed up work requests (painting, handling, furniture moves…)*
- *Ensured clients paid for services according to an agreed schedule*
- *Explained invoices to clients*
- *Sold the centre's products and services*
- *Handled client complaints with fast, high-quality solutions in line with internal procedures*
- *Followed the ticket escalation process (IT, contract or billing issues)*
- *Managed contract renewals, setting prices within an agreed margin*
- *Organised and promoted events to build a client community*
- *Worked to meet customer satisfaction targets*
- *Gave sales presentations and site tours to prospects*

Nov 17 – Feb 22 | Customer Service Officer (Community Associate), Lyon – Geneva

Regus (Lyon from Nov 2017 to Mar 2020, Geneva from Mar 2020 to Feb 2022)

- *Managed office supplies*
- *Booked meeting rooms and offices*
- *Handled client administration from move-in to move-out*
- *Ensured the centre ran smoothly and looked its best, following procedures*
- *Managed social media communication (LinkedIn, Instagram)*

Nov 15 – Oct 17 | Receptionist, Lyon

AOC (for Accinov, Episkin and Centre d'affaires Le 18)

- *Front desk reception*
- *Answering calls*
- *Organising meetings*
- *Administrative tasks*

Aug 16 – Aug 17 | Hotel Receptionist (weekends), Brignais

Hôtel des Barolles – Best Western

- *Reception, reservations and billing*

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EDUCATION

Jean Moulin University, Lyon 3
2015 – 2017
University Diploma in Business English (3rd year)

Lycée Juliette Récamier, Lyon
2012 – 2014
BTS Assistant to Managers (two-year vocational degree)

Lycée Louis Aragon, Givors
2011 – 2012
French Baccalaureate in Literature (advanced English)

INTERESTS

Literature
Cinema
Zumba
Travel

PROFESSIONAL EXPERIENCE

Nov 16 – Mar 17 | Homework Tutor, Givors
Max-Pol Fouchet Media Library

- *Homework help for pupils from primary school to final year of secondary school*

Apr – Aug 15 | Waitress, Balearic Islands
Hotel Las Rocas – Marmara

- *Service in foreign languages (English, Spanish)*

Nov – Dec 14 | Insurance Administrator, Lyon
Alptis Assurances

- *Managed members' files and processed contracts*

Nov – Dec 13 | Intern to the International Mobility Officer, Lyon
Auvergne-Rhône-Alpes Region

- *Wrote meeting minutes*
- *Analysed survey results*
- *Organised meetings*

May – Jun 13 | Management Assistant Intern, Lyon
Atos Worldline

- *Phone reception*
- *Travel arrangements*
- *Event organisation*