ESSEC Business School, The Pioneering Spirit

CREATED IN 1907, ESSEC BUSINESS SCHOOL IS AN ACADEMIC INSTITUTION OF EXCELLENCE WHICH THROUGHOUT ITS HISTORY HAS BEEN CHARACTERIZED BY ITS PIONEERING SPIRIT.

In both full-time education and executive education, ESSEC proposes a wide range of programs to all those wanting to obtain an extraordinary learning experience, strengthen their talent, express their leadership and become truly high-level managers.

A centennial institution with a wide network of academic and corporate partners throughout the world, ESSEC has opted to focus its strategic development on three principles: innovation, involvement and internationalization which compose the three axes of the ESSEC 3i strategy that will be implemented from here until 2020.

An institution nourished by research and committed to an ambitious development of alliances with leading institutions, ESSEC constantly strives to bring its students face to face with cutting-edge knowledge at the crossroads of discipline and to provide them with the latest technologies.

Hallmarked by a profound humanistic tradition, ESSEC has succeeded not only in making the link between business and society a major subject of research, but it is also one of the fundamental components in the training of responsible managers. ESSEC thereby affirms the necessity of putting innovation, knowledge and the creation of value at the service of the wider community.

With students coming from 96 different countries, a largely international faculty body and a campus in the Asia-Pacific region since 2005, ESSEC is both an international and multicultural institution. This internationalization has been strengthened by the building of a new campus in Singapore, a presence in Rabat, Morocco, and a soon-to-be-opened campus in Mauritius, as well as development projects in Africa and Latin America.

These three axes – innovation, involvement and internationalization – forge ESSEC’s learning philosophy that is common to all its programs: accompany our students throughout a learning journey aimed at opening them up to new, unthought-of opportunities. Studying at ESSEC means creating your own path towards the future and joining a supportive community of 47,000 graduates worldwide!

Welcome to ESSEC!
Introducing the ESSEC MBA IN HOSPITALITY MANAGEMENT (IMHI)

The participants of the MBA in Hospitality Management (IMHI), Class of 2017, will be graduating this summer. We encourage you to consider them for management positions in your company. The program was created in 1981. Accredited by AACSB and EQUIS, the program is firmly positioned as the leading centre of hospitality education in Europe. ESSEC Hospitality attracts participants from around the globe who have already acquired professional experience and who wish to specialise in the hospitality sector. This highly focused approach enables these young professionals to build managerial and leadership expertise in their chosen profession. Multi-cultural and multi-lingual, they seek international careers in the hospitality industry in a variety of disciplines including operations management, financial control, sales and marketing, revenue management, consulting and business development. Our graduates now number over 1,600 and are represented in more than 55 countries.

The CV book includes participants from the two-year track program, as well as graduates of the one-year Track program. They will all graduate in July 2017. Please feel free to contact directly participants in this CV Book whose profile may be of specific interest to you. The CV Book can also be downloaded on www.essec.edu/en/mba-in-hospitality-management-IMHI/ and/or aaimhi.hosco.com/.

Furthermore, do not hesitate at any time throughout the year to send us offers on positions available in your company, either for internships or permanent positions, which we will make available to current participants and our alumni.

Should you require further information on the program or any of the participants, please contact us.

FROM SEPTEMBER 2017, THE IMHI PROGRAM IS EVOLVING

The younger students (under 26), currently in the two-year track of the MBA program will be redirected to an Msc in Hospitality Management, a two-year program which keeps all the characteristics of the previous program.

The students over 26 will be able to join the ESSEC Global MBA, enlarged to incorporate six majors, four in Cergy: Hospitality, Luxury, Strategy and Management, Finance; two in Singapore: Digital Business, Entrepreneurship and Innovation. The core courses will be common to all the majors but there will also be a wide choice of electives which will enable students to keep the best out of the IMHI program as you know it, with its choices in real estate, luxury in hospitality, e-commerce and entrepreneurship. The common core will give an enhanced importance to growing complexity, internationalization, the crucial role of innovation, digital transformation and the quickening pace of change. Professor Peter O’Connor will be heading that major and Jeanine Picard will continue in her role as Director of Studies on the overall program.

Mrs. Claire Tagand Battard
Director Corporate/Student Relations & Development
Hospitality Management (IMHI)
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Corporate/Student Relations
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Placement of IMHI Graduates 2015

Graduates 2015 by sector
- 45% HOTEL CHAINS
- 23% FINANCE & REAL ESTATE
- 19% RESTAURANTS/FOOD SERVICE
- 9% OTHER HOSPITALITY
- 4% E-COMMERCE

Graduates 2015 by function
- 31% OPERATIONS
- 23% CONSULTING
- 13% DEVELOPMENT
- 13% REVENUE MANAGEMENT/E-COMMERCE
- 8% SALES & MARKETING
- 4% GENERAL MANAGEMENT

Graduates 2015 by geographical location
- 70% FRANCE
- 13% EUROPE OUTSIDE FRANCE
- 9% ASIA/PACIFIC
- 6% MIDDLE EAST/AFRICA
- 2% NO/SO AMERICA/CARR

Hospitality has evolved into a highly competitive, complex and global business that offers exciting career opportunities.

The major in Hospitality Management, anchored in the ESSEC Center of Excellence SmartLife, is designed for those who want to work at senior management and corporate level in a diverse range of sectors including international hotel chains, independent hotels, restaurants, contract catering and food services, consultancies, online travel distribution, theme parks, convention and meeting planning, financial institutions and hospitality real estate consultancy.

ESSEC’s expertise in hospitality management originates from a joint venture between Cornell University’s School of Hotel Administration and ESSEC Business School called IMHI.

Partnerships with industry leaders built over more than 30 years give opportunity to tap into ESSEC’s deep networks in hospitality.
PROFESSIONAL EXPERIENCE

2013-Present  SAS FONTAGNAC - Paris, France
Holding company investing in hotel management and real estate
Director
• Creation of the company, including legal and financial structuring.
• Ongoing expansion of Fontagnac through real estate investments. Acquisition negotiations, valuation analysis and financial structuring of the investment.
• Production of financial statements, and coordination and chairing of shareholder meetings.

2009-Present  HOTEL CUJAS PANTHEON - Paris, France
Boutique Hotel 50 rooms
Director
• Manage and oversee all aspects of hotel operations, including: revenue management, HR management, distribution strategy and financial accounting.
• Managed hotel refurbishment between 2010 and 2012 (budget 700.000€).
• Increased REVPAR by 96% from 2008 to 2014.
• Increased annual dividend distribution by 300% from 2008 to 2014.
• Overhauling of the reservation system.

2010-Present  SCI 18 RUE CUJAS - Paris, France
Real Estate Company
Property Manager
• Negotiate and coordinate leases including renewals and terminations.
• Monthly invoicing and reporting and management of all building issues on behalf of the owner.

2006-2007  FUNDHOST - Sydney, Australia
Funds Management
Fund Administrator
• Assisted fund managers to build, operate and distribute funds including product design, processing of legal documentation and compliance.
• Responsible for unit pricing, fund accounting, performance calculations, processing applications, redemptions, and preparation of fund reporting.

EDUCATION

2016 – 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2004 - 2006  Université Paris Dauphine, France
Master in Financial Management Science

2002 – 2004  Université Paris Dauphine, France
Bachelor in Economics and Management

LANGUAGES AND TECHNOLOGY

Languages  French mother tongue, English: fluent
Technology  Microsoft Excel: proficient in advanced functions, macros and developing applications for others.

OTHER RELEVANT EXPERIENCE

French Foreign Organisation (Union des français de l'étranger, UFE) Sydney, AUS
General Secretary (2007) A center of information and assistance for French citizens living abroad, both individuals and enterprises. Responsibilities included gathering the French network in Sydney and organizing public events both cultural and non profit making in partnership with the French Embassy.
PROFESSIONAL EXPERIENCE

Four Seasons Hotel George V, Paris, France
Assistant Banquet Manager
- Managed all events: cocktail receptions, roadshows, all day meetings and various social events
- Coordinated operations: led team to run daily operations
  [7 meeting rooms, from 10 to 300 people event, up to 40 servers]
- Organized and administrated office task: daily logs, billing, linen project
- Delivered superior guest service and constantly ensured customer satisfaction
- Task force: Assistant Room Service manager position held for 3 months

July 2013 – Oct 2015
The Peninsula, Luxury 5-star Hotel, New York City, USA
In Room Dining Manager
- Handled the entire department including the amenity program, minibar and summer rooftop restaurant
  [Managed 30-line staff, 1 Assistant and 2 Supervisors in a strong union environment]
- Deals with daily tasks: performed department’s payroll, reported P&L report to executive committee, scheduled, coached and trained team
- Handled special VIP guest demands and complaints
- Appraised staff performance and provided constructive feedback
- Projects: Wine, amenity and minibar program

Assistant Food and Beverage Manager
- Supervised operations in several outlets (Rooftop bar, “Clement” restaurant, lounge)
- Tracked operations and implemented corrective actions by implementing SOPs
- Projects: assisted the Restaurant Manager for the pre-opening, supervised menu change and menu engineering for the rooftop bar

Apr 2011– Jun 2013
Hyatt Andaz 5th Avenue, boutique hotel, New York City, USA
Assistant Food and Beverage Outlets Manager
- Handled operations in the All-Day dining restaurant
- Ensured the completion of weekly payroll for all F&B outlets
- Scheduled, coached, trained a team of 25 front of the house employees in a strong union environment
- Ensured hygiene and security according to brand’s policies
- Project: Tested a buffet style option to face current challenges

Assistant Room Service Manager
- Managed the whole department composed by leading front of house and back of house
- Reported to the Assistant Food and Beverage Director
- Organized and supervised shifts and monthly roster
- Supervised inventories and laundry
- Responded efficiently to customer complaints, handled International customers

EDUCATION

2016–2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2007 - 2010
Institut Paul Bocuse, Lyon, France
Bachelor in Business Administration in International Hotel & Restaurant Management

LANGUAGES AND TECHNOLOGY

Languages
- French and Spanish: native, English: fluent, Catalan: conversational, Italian: notions

Computer skills
- POS, Payroll and purchasing systems, Word, PowerPoint, Advanced Excel

OTHER RELEVANT INFORMATION

Certifications & Training: Methodology of International Wine Tasting Diploma, Suze-La Rousse Wine University, France
PROFESSIONAL EXPERIENCE

February 2015 – August 2016
VICTORY SERVICES CLUB, London, United-Kingdom
THE CONNAUGHT, London, United-Kingdom
Receptionist
- Developed interpersonal skills, greeted and served customers in luxurious establishments
- Accompanied VIPs and anticipated their needs by providing a high-level service

Feb.-July 2015
THE WATERSIDE INN, Bray, United-Kingdom (Relais & Châteaux 30 years, 3 Michelin stars)
General Trainee (all roles including Front of House, Kitchen, Sommellerie, Bedrooms, Head Office)
- Conducted an audit for all the different areas in a Relais & Châteaux during 6 months

October 2014 – January 2015
FRENCH ARMY, Monthléry, France
General staff of the 1st logistical brigade (supervised the communication of the 1st logistical)
- Developed internal and external communications for a brigade of 8 000 soldiers
- Welcomed international delegations and VIP and organized their visit
- Trained on press release and ensured contact with local authorities
- Organized successful event (photographic exhibition at Les Invalides with an inauguration for 50 people and VIP) through working with external teams (security, caterer, etc.)

August 2012 – Sept. 2014
FRENCH ARMY, Auxonne, France (Regiment specializing in convoy logistics)
Platoon leader (60 - 250 soldiers)
Provided human resources support
- Settled goals and effective implementation of instructions
- Managed conflicts between staff members and complex situation
- Motivated the staff to extend physical and mental capabilities by developing group cohesion, decision making skills and use of initiative, by showing example
- Taught Law, English, logistics, management, general knowledge

August 2011
HOTEL GRATTEQUINA, Blanquefort, France (family 4-star hotel castle next to Bordeaux)
General assistant manager
- Coordinated an event (wedding of 300 people, in charge of activities with caterer and hotel team)
- Managed the hotel during one week (team of 6 people, in charge of all the different problems)

EDUCATION

2016 – 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 – 2012
Ecole Militaire de Bourges, Bourges, France (specializing in logistics)

2008 – 2011
Ecole Spéciale Militaire de Saint-Cyr, Coëtquidan, France
(core subjects: international law and relationships, English and German, strategy, logistics, economics, fighting techniques/defence, educational methods, sports)
Master of management of people and organizations, Licence 2 in Sociology

2010
Institut d’Etudes Politiques (Sciences-Po), Paris, France
2 semesters
Master of international security

United Nations Office (UNO), Geneva, Switzerland
1 semester
Thesis on the rehabilitation of children soldiers in society after a conflict

LANGUAGES AND TECHNOLOGY

Languages
- French: native, English: fluent, German: conversational, Russian: proficiency

Computer skills
- Microsoft Word, PowerPoint, Excel: proficient in advanced functions, databases and macros

OTHER RELEVANT EXPERIENCE

Activities: Humanitarian mission in an orphanage, Madurai, India, August 2010

Interests: contemporary art, drama (3 years), chess (11 years), traveling (23 countries)

Certifications & Training: Commando training in French Guyana and at high altitude in France
**PROFESSIONAL EXPERIENCE**

June 2014 – August 2016

**K.C. Homes and Services Pvt. Ltd., Lucknow, India**

(Real Estate Development Company)

**Director-Marketing and Sales**

- Conducted market feasibility report for 100 room resort/event space in Lucknow, India
- Conceived and implemented an integrated marketing communications plan based on market trends and company’s strategy, reviewed every 6 months
- Designed and implemented an annual media plan for different mediums: budget 80 000 euros annually
- Implemented the group’s website, hired an external agency and launched it
- Facilitated the process of getting home loans for clients through networking with banks
- Represented and managed the company in 15 property fairs and online events
- Handled 5 legal proceedings and discussions on behalf of the company
- Recruited, trained and led 5 marketing and sales employees
- Achieved a 35% increase in sales in the FY 2014-2015 and 27% in FY 2015-2016

Feb – May 2014

**Management Trainee**

- Created a system to collect, segregate and report data (leads) and follow customers
- Identified and advertised with online advertisers such as Magicbricks.com and 99 acres.com to increase the market visibility and customer base which brought 25% of the company’s business for financial year 14-15
- Participated in basic accounting practices, analyzed financial documents, calculated and submitted corporate tax returns for the company


**Deloitte and Touche Assurance and Enterprise Risk Services India Pvt. Ltd, Gurgaon, India**

**Consultant – Business Risk Analyst**

- Assessed the risks associated with key business processes of the clients and mapped the risks to their controls, then tested the controls to determine if they were adequate.
- Underwent training for SOC reports, Sarbanes Oxley Act, Basics for Oracle, Internal Audit reports

**INTERNSHIPS**

June – July 2015

**Hyatt Regency, New Delhi Exposure Training (Hotel Operations)**

Trained in all front office and back of the house departments for 2-3 days each to gain an understanding of the operations of a 5 star (507 rooms) hotel

July 2011- May 2012

**Foundation of Leading Youngsters (F.L.Y.) Member of the Marketing and Corporate Relations Team**

Liaised with companies to arrange internships for college students and sold memberships to students

**EDUCATION**

2016– 2017

**ESSEC Business School, Paris, France**

MBA in Hospitality Management (AACSB-EQUIS accredited)

2010 – 2013

**Gargi College, Delhi University, New Delhi, India**

Bachelor of Commerce (Honors) - Specialization in Finance and Marketing

2014

**Indian School of Business (Hyderabad), Strategic Real Estate Management**

Executive course conducted by Professor Brian Ciochetti, Chairman, Center for Real Estate, MIT

2012

**London School of Economics and Political Science, Summer School Course: Strategic Management**

Implementing successful firm strategies via case studies like RyanAir, Coca-Cola etc. Graded A

**LANGUAGES AND TECHNOLOGY**

Languages: English, Hindi

Computer skills: Microsoft Word, PowerPoint, Excel: Proficient in advanced functions, databases, macros and VBA
**PROFESSIONAL EXPERIENCE**

<table>
<thead>
<tr>
<th>Oct 2015 – Aug 2016</th>
<th>BANYAN TREE HOTELS &amp; RESORTS, Singapore</th>
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<td></td>
<td>(Luxury hospitality brand developing and managing premium resorts, hotels, and hotel residences with a growing portfolio of 37 properties, 73 spas, and 3 golf courses across 28 countries)</td>
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<td></td>
<td><strong>Investment Director, Strategic Planning &amp; Investments</strong></td>
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<td></td>
<td>• Fund and asset level management of two private equity hospitality real estate funds in China and Vietnam with a combined USD 450 million of capital commitments</td>
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<td></td>
<td>• Conducted acquisition, disposal (including M&amp;A, IPO), and other strategic feasibility and execution planning for both fund and company assets valued in excess of USD 1 billion</td>
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<td></td>
<td>• Led the successful application of a casino development license for the USD 2 billion (more than 10% capital deployed), 283ha integrated resort in Vietnam</td>
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<th>Oct 2013 – Sep 2015</th>
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<td><strong>Investment Manager, Corporate &amp; Business Development</strong></td>
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<td></td>
<td>• Handled opportunity origination, due diligence, financial analysis and structuring of hospitality real estate investments, developments, and management contracts worldwide</td>
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<td></td>
<td>• Identified, recommended and executed the entire acquisition process for two development sites in Australia with a combined gross development value in excess of AUD 500 million</td>
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<td>• Lead manager in structuring and fund-raising of the USD 300 million target capital commitments Mexico private equity hospitality real estate fund</td>
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<tr>
<th>Mar 2011 – Sep 2013</th>
<th>BANYAN TREE HOTELS &amp; RESORTS, Singapore &amp; Shanghai, China</th>
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<td></td>
<td><strong>Investment Executive, Banyan Tree Capital</strong></td>
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<td>• Seconded from Singapore to Shanghai in April 2012 to take overall responsibility for fund administration, legal, investor relations and government relations for the RMB 1.07 billion Chinese private equity hospitality real estate fund</td>
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<td></td>
<td>• Developed recourse strategy for defaulting investors resulting in successful recovery of RMB21million, representing 62% of defaulting capital commitments</td>
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<td></td>
<td>• Successfully obtained relevant permits to launch hotel residences sales in 3rd and 4th tier Chinese cities that do not have established processes for such products</td>
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<td></td>
<td>• Completed contract negotiations with hotel operator for full suite of hotel management, royalty, technical services, architectural design and interior design services</td>
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**EDUCATION**

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<td></td>
<td>MBA in Hospitality Management (AACSB-EQUIS accredited)</td>
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<tr>
<th>2006 – 2010</th>
<th>National University of Singapore, Singapore</th>
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<td></td>
<td>Bachelor of Arts in Sociology with a minor concentration in “Technopreneurship”</td>
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<th>2009 – 2009</th>
<th>Fudan University, Shanghai, China</th>
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<td></td>
<td>Non-graduating entrepreneurship program in conjunction with NUS Overseas College Program</td>
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**LANGUAGES AND TECHNOLOGY**

<table>
<thead>
<tr>
<th>Languages</th>
<th>English – native; Chinese Mandarin – native</th>
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<tr>
<td>Computer Skills</td>
<td>Excel – intermediate (basic VBA); Ruby – elementary knowledge</td>
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**OTHER RELEVANT EXPERIENCE**

Volunteer work: volunteer firefighter with the Singapore Civil Defence Force

Interests: training to be a PADI Scuba Divemaster

Certifications & training: eCornell Certificate in Financial Management; CFA-FICS Research Program Level 1
PROFESSIONAL EXPERIENCE
Since January 2012
COLOR DESIGN HOTEL, 3 star Boutique Hotel, Paris France
General Manager
• Managed the relationship with the owner and the different departments (fifteen employees)
• Supervised the day to day operations to maximize profitability, control revenue and expenses
• Ensured the revenue management strategy
• Analyzed competition, market trends, customer needs and reviews
• Developed sales and marketing strategies, negotiated thirty contracts with agencies and corporates
• Realized the website layout and developed four main actions of promotion per year
• Coordinated capital improvement projects to maintain quality standards and property image
• Ensured optimal guest service, product quality, operational improvements and loyalty
• Supervised human resources function, hired accordingly, trained and motivated team
• Carried out basic accounting tasks
January 2010 – December 2011
GDF SUEZ, Velizy-Villacoublay, France
Homeland security
Sales and Marketing assistant
• Generated sales leads by phone and e-mails
• Organized more than ten events in luxury hotels to promote the new department all over the country
June – August 2008
WELCH INTEGRATED INC., New York, USA
Publishing house
Sales assistant
• Sought new clients to create and finalize the monthly magazine advertisement
GDF SUEZ, Velizy-Villacoublay, France
Oil & Gas and Aeronautics
Sales and Marketing assistant
• Realized market research, replied to tenders and invited tenders
• Generated sales leads by phone and created commercial brochures
• Fully responsible for many exhibitions, supervised stands

EDUCATION
2016 - 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)
2009 - 2011
ESSEC Business School, Paris, France
BBA in Strategy and Management (AACSB-EQUIS accredited)
With a six month exchange in BI Norwegian School of Management in Oslo, Norway
2007 - 2009
EPEIGE, Paris, France
Advanced Vocational Training Course in International Trade (BTS in French)
With a two month internship in New York, USA

LANGUAGES AND TECHNOLOGY
Languages
French native, English fluent, Italian intermediate
Computer skills
Word, Excel, Power point, Outlook, Google Analytics, Wordpress

OTHER RELEVANT INFORMATION
Certifications & Training
Hospitality software: Topsys, Yield Management tool: Topilot
Sport: running four times a week
PROFESSIONAL EXPERIENCE

October 2016 – June 2017   HYATT REGENCY PARIS ETOILE, PARIS, France
                          Part time Revenue Management Trainee
                          • Supported the Revenue Management Team of Hyatt France in their tasks
                          • Collected and analyzed conferencing data for revenue forecast
                          • Prepared daily pickup reports

August 2016   HOTEL RÉSIDENCE LA FALAISE, Independent 4 star hotel, DOUALA, Cameroon,
             126 rooms, 1 bar and 1 restaurant (100 covers), 1 fitness room, 6 conference rooms (350 pax)
             Summer management internship
             • Assisted management in improving the procedures of the various departments
             • Followed the renovation works on 3 floors
             • Coordinated the creation of new bar / restaurant menus and the redesign of the website

April - June 2016   KRYSTAL BEACH HOTEL, Independent 4 star hotel, CAPE TOWN, South Africa
                    112 rooms, 2 restaurants (140 covers), 2 bars, 1 spa, 1 fitness room, 4 conference rooms (500 pax)
                    Management internship
                    • Shadowed various departments of the hotel
                    • Advised and accompanied the owner, in collaboration with a local consultant, in identifying major areas for improvement

June - Nov. 2015   ACCENTURE MANAGEMENT CONSULTING, PARIS, France
                    Junior Consultant, Financial Services
                    • Assisted the Finance Department of a bank in defining the Regulatory Reporting needs of the business ( Liquidity, FINREP, ALM)
                    • Translated the business needs into functional requirements of an information system that can be used by the to build the data warehouse

June - Dec. 2014   BNPPARIBAS Corporate and Investment Banking Consulting, PARIS, France
                    Consultant Intern, Strategy Consulting
                    • Advised and supported BNPP CIB managers in the development of strategies for transformation, adaptation and change management
                    • Designed organizational change processes based on expected outcomes
                    • Analysed data, performed research and benchmarks

Feb. - Aug. 2013   VERIZON ENTERPRISE SOLUTIONS, PARIS, France
                    Account Manager Assistant, Sales Intern
                    • Carried out the administrative processing of the orders from customers in account: Issuance of purchase orders (Direct management of sales of about 130K €), pricing of tenders valued up to several million euros
                    • Updated customer data and conducted market research for account plans

EDUCATION

2016 – 2017   ESSEC Business School, Paris, France
              MBA in Hospitality Management (AACSB-EQUIS accredited)

2013 – 2015   HEC, Paris, France
              Master of Science in Managerial and Financial Economics
              Certificate Innovation Management in Aeronautics

2010 – 2013   TELECOM SUDPARIS, Engineering School, member of Mines-Telecom Institute, Paris, France
              Major: International Business Engineering

LANGUAGES AND TECHNOLOGY

Languages   French: native, English: fluent, Spanish: conversational
Computer skills   Office Pack, Notions of Matlab, SQL & C
Céline PERROUHAULT
celine.perrouault@essec.edu
French

PROFESSIONAL EXPERIENCE

Sept 2015 – Aug 2016
M1NT, Shanghai, China
(China’s first prestigious shareholders’ night club)
Assistant Restaurant Manager, M1NT Restaurant
• Coordinated the entire restaurant operations including front and back of house and cashiers
• Led a team of 20 Chinese staff, some of them having no understanding of English
• Delivered superior guest services and ensured absolute customer satisfaction
• Responded efficiently to customer complaints, handled international customers
• Organized and supervised shifts and monthly roster
• Tracked operations and implemented corrective actions by implementing SOPs
• Trained staff to international service standard and culinary knowledge
• Supervised wine inventory, supplier relationship and staff training on service
• Coordinated purchases of over 150 references

Mandarin Oriental, Paris, France
Jan 2013 – Jan 2014 : All Day Dining Supervisor
Oct 2011- Jan : In Room Dining Supervisor
• Supervised the restaurant operations including front and back of house
• Handled transactions with guests and cashier duties
• Welcomed and trained new staff according to brand’s SOPs and standards
• Implemented SOPs
• Nurtured a positive working environment and led by example
• Appraised staff performance and provided constructive feedback
• Ensured hygiene and security according to HACCP and brand’s policies
• Supervised inventories and laundry

In Room Dining Chef de Rang (Demi Chef de Rang from Oct 2011 to Apr 2012)
• Greeted guests, presented menus and ensured superior service
• Prepared and served orders
• Handled a “Butler” service
• Supervised Minibar inventories and guest billing
• Handled amenities with Guest Relations service
• Handled calls, order taking and guest demands

EDUCATION

2016– 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2010 - 2011
The Manchester Metropolitan University, Manchester, UK
BA in International Hospitality Management

2007 – 2010
Lycée Hôtelier de Gascogne, Talence, France
Undergraduate Diploma in Hospitality Management and Culinary Arts

LANGUAGES AND TECHNOLOGY

Languages
French: native, English: fluent, German and Italian: elementary

Computer skills
OpenTable, InfoGenesis, PSMS, HotSOS, HTML notions, Word, PowerPoint, Advanced Excel, VBA

OTHER RELEVANT EXPERIENCE

Certifications & Training: Mandarin Oriental On Job Training Certification, Jing Ambassador (Tea supplier)
Interests: advanced Scuba Diving License
Activities: backpacking on my own for 6 months throughout South East Asia
PROFESSIONAL EXPERIENCE

March 2015 – July 2016
The Westin and Le Meridien Bahrain City Centre, Manama, Bahrain
Complex property of 460 rooms (Starwood Hotel & Resorts)

Complex Reservation Agent, Reservations & Revenue Department
- Maximized room revenue and create additional revenue by utilizing effective up-selling techniques
- Prepared daily reports such as Competition set reports, history and forecasts and Revenue Pick-up reports
- Generated sales leads for potential corporate accounts & travel agents
- Achieved an optimum level of occupancy and average room rate to best yield revenue and to ensure budgeted targets are met
- Fully conversant with all market segments and rate plans as well as special rates and packages
- Completed daily revenue management tasks such as entering actuals, uploading reports and loading rates as deemed appropriate for development
- Handled customer queries and complaints relating to reservations department while maintaining high standard of communication with all departments of the hotel
- Communicated with the sales & events team to discuss results while ensuring accurate information is passed on at all times
- Dealt with calls, faxes, emails, correspondence checking & group allocations on a daily basis

March 2011 – July 2014
Crowne Plaza Dubai, Dubai, United Arab Emirates
Centrally located with 568 rooms (InterContinental Hotels Group)

Front Desk Agent / Departmental Trainer
Responsibilities (Front Desk):
- Built a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service
- Supervised shifts and ensure smooth flow of operations
- Undertook general office duties, including correspondence, emails and filing
- Managed daily reports such as flash reports and contingency reports
- Administered the general petty cash system and float in an accurate manner

Responsibilities (Departmental Trainer):
- Prepared SOPs (standard operating procedure) for front office operations
- Trained new staff regarding company policies and procedures as well as required operational skills
- Provided refresher training regarding safety procedures and practices for all front office staff
- Coordinated with the human resources department regarding upcoming training schedules.

Achievements:
- Selected and sent for the craft trainer certification training course and thereby certified as a departmental trainer for the front office
- Received appreciation and recognition letters from guests as well as staff during my work tenure
- Participated in the hotel up-selling program and was among the top up-sellers on numerous occasions

EDUCATION

2016–2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2008-2011
Symbiosis College Of Arts And Commerce, Pune, India
Bachelors of Commerce (NAAC accredited – affiliated to Pune University)

LANGUAGES AND TECHNOLOGY

Languages
- English & Hindi: mother tongue, Arabic and French: notions

Technology
- MS Office Proficiency, Opera PMS, Valhalla, Revenue Optimisation System

OTHER RELEVANT EXPERIENCE

Participation in cultural activities:
- Worked at The Poona School and Home for the Blind in Maharashtra, India. (2009)
- Ran an awareness marathon (Pink Run) organized by Crowne Plaza Dubai in collaboration with Breast Cancer Arabia (2013)
- Volunteered at the Gerizim rehabilitation center in Karnataka, India (2014)
Florent ROIG
Florent.roig@essec.edu
Date of birth : 13 June 1990
French

PROFESSIONAL EXPERIENCE

March - July 2016
The Clarence Hotel, Dublin, Ireland
Midscale – 56 rooms
Assistant Night Manager
- Managed a night porter and a night auditor
Acted as a consultant for:
Front office department:
- Proposed process to optimize front office standard tasks, such as booking control, new checking methods,
Yield department:
- Suggested a yield strategy to increase profitability of the hotel, such as how to use STR report in a RM perspective, improve the inventory allocation, to answer to the guest behavior change, and in consequence advise new rate strategy

Sept. 2014 – Aug. 2015
Mercure Paris Porte de Saint Cloud, Paris, France
A 4 Star hotel, 180 rooms, 73 apartments
Apprenticeship: Junior Sales Executive – Seminars and Banqueting
- Conducted site inspections for clients
- Organized MICE and leisure events from 4 to 100 participants: dealt with quotes, negotiation, payment tracking
- Fully in charge of the follow up with the event organizer
- Managed all departments involved in the events in order to meet guest expectation

Mercure Paris Voltaire Quartier Bastille / Mercure Paris Gare Montparnasse, Paris, France
A 4 Star hotel 52 rooms, 185 rooms
Apprenticeship: Receptionist / Front Desk Manager
- Launched staff trainings
- Created working procedure
- Contributed to team effort by accomplishing related results needed
- Learnt about front office manager report control

Sept. 2010 – Aug. 2011
Mercure Paris Voltaire Quartier Bastille, Paris, France
A 4 Star hotel, 52 rooms
Night Auditor
- Handled all nightly operations alone

EDUCATION

2016– 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2014 - 2015
UPEM in partnership with EMPT, Paris, France
Bachelor degree in Hospitality Management

2012 – 2014
EPMT, Paris, France
Associate degree in Hospitality Management – Management and Marketing specialization

LANGUAGES AND TECHNOLOGY

Languages
French: Mother tongue, English: fluent / Spanish: Basic knowledge

IT skills
Pack: Microsoft Office / PMS: Opera, Fols / Other: Resa Web, Data Web, Coclico

OTHER RELEVANT EXPERIENCE

Activities: member of a Hi-Fi association

Interests: music, Hi-Fi evolution, soccer analytics

Certifications & Training: Accor Academy Challenge 2013: Winner at regional level / Second at national level for the challenge of the best receptionist in apprenticeship
November – Sept 2016  
**CLUB MED, Paris, France**  
*Assistant Product Manager in Marking Department*  
- Developed promotional offers of the French, Belgian and Swiss markets in relation with the yield management department, the legal department and the operational marketing teams  
- Took care of exclusive offers for partners: understanding of their needs and objectives to create offers that met their expectations  
- Analyzed financial data to prepared proposition and implemented them  
- Summarized business volume trends  
- Created a new support to analyze a monthly competition report in order to guide the marketing teams to review market trends more carefully  

January – July 2015  
**RITZ-CARLTON, Montréal, Canada**  
*AAA Five Diamond Award  
Assistant Food & Beverage / Banqueting Director*  
- Managed team of 20 employees: trained, scheduled and dealt with discipline reaction  
- Identified situations that did not meet standards in the department and coached the employees to provide the required level of service  
- Created and managed F&B costs and equipment expenses procedures  
- Prepared and facilitated training session to ensure high level quality service for staff  

November 2012 – May 2013  
**BULGARI HOTEL AND RESIDENCES, London, United Kingdom**  
*5* Hotel Member of Bulgari Group  
*Intern for Sales, Marketing and Events Department*  
- Organized leisure and business events for up to 250 people  
- Sent proposals to customers and followed up with them  
- Reorganized and updated the database  
- Created a booklet for VIP  

November 2011 – May 2012  
**HOTEL LE BRISTOL, Paris, France**  
*5* Palace member of Oetker Collection  
*Bar waitress and Room Service Captain*  
- Managed complaints and responded to all types of requests  
- Front server and hostess at the Bar and Captain at the Room Service  
- Deal with inventory  

**EDUCATION**  
2015 – 2017  
**ESSEC Business School, Paris, France**  
MBA in Hospitality Management (AACSB-EQUIS accredited)  

2011 – 2014  
**Institut Vatel, Paris, France**  
Bachelor Degree in International Business, Hotel and Tourism Management  

2008 – 2011  
**Lycée Pasteur, Neuilly sur Seine, France**  
High School Diploma in Science  

**LANGUAGES AND TECHNOLOGY**  
*Languages*  
French: native, English: fluent, Spanish: intermediate  

*Computer skills*  
Microsoft Excel power user (Proficient in advanced functions, databases and macros), Word, PowerPoint, Micros and Opera  

**OTHER RELEVANT EXPERIENCE**  
*Activities:* volunteer in a non-profit association (in charge of events and activities with up to 100 children)  
*Interests:* travelling (USA, Canada, Africa and Europe), sports (tennis and dance) and photography (canon user)  
*Certifications & Training:* youth work diploma
PROFESSIONAL EXPERIENCE

April – Sept 2016   Colège Culinaire de France, Paris, France
Chefs and Producers association promoting and transmitting gastronomy in France
Assistant project Manager internship
- Increased number of members by prospecting chefs and producers
- Improved the visibility of the website by getting and referencing information
- Set up emailing strategy: setting up email box and procedure, writing core letter and training the team
- Organized events meeting 30 people on average

May – August 2015   Chateau Saint Martin & Spa – Oetker Collection, Vence, France
Saint Martin, fine dining restaurant
Section waitress/ Hostess
- Responsible for the guest satisfaction on 15 table section
- Created procedures sheet as Set up list, personal task table, technical dish sheet
- Led and trained food runners and interns
- Conducted linen organization in order to reduce the sold out

July – Sept 2014   One & Only Hayman Island Resort, Whitsundays, Australia
Fire Restaurant, fine dining restaurant opening period
Section waitress
- Took part in the creation of procedures

Jan – July 2014   Shangri-La, Sydney, Australia
Altitude Restaurant, fine dining restaurant
Food runner, drink runner and section waitress

July – Nov 2013   Shangri-La, Paris, France
Shang Palace Restaurant, Cantonese restaurant with one Michelin star
Food runner

May – Aug 2011   InterContinental Carlton, Cannes, France
Intern in Purchasing department
- Provided best purchases with best suppliers and best products
- Realized comparative studies of suppliers and set up long term contracts
- Updated data base

EDUCATION

2015 – 2017   ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2012 – 2013   University of West London, United Kingdom
Bachelor ‘Hons’ in Hospitality Management

2010 – 2012   Ecole Hôtelière de Paris Jean Drouant, France
Undergraduate diploma in Hospitality Management – Marketing & finance Option

LANGUAGES AND TECHNOLOGY

French : native speaker, English : fluent, Spanish : basic
Microsoft Office (Word, PowerPoint, Excel), Software: Acom/ Micros.

OTHER RELEVANT EXPERIENCE

Part time job: since January 2017 working at Collège Culinaire de France
Travels: Lived in various countries such as UK, Australia, Senegal
Sport: badminton, yoga, scuba diving, half-marathon
Hobbies: IMHI Traiteur student association : board member
# RLPH ALEXIS
ralph.alexis@essec.edu
American

## PROFESSIONAL EXPERIENCE

<table>
<thead>
<tr>
<th>Date</th>
<th>Company/Location</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>April – September 2016</td>
<td>AccorHotels Middle East, Dubai, United Arab Emirates</td>
<td>Hotel Development Intern</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Prepared business plans and market analysis for potential development projects in more than 8 different countries throughout the Middle East</td>
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<tr>
<td></td>
<td></td>
<td>- Conducted internal feasibility studies and financial analysis for more than 8 development project with the support of the Director of Feasibility</td>
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<tr>
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<td>- Participated in fees projections and analysis of management contracts and request for proposals for more than 4,000 room keys</td>
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<td></td>
<td></td>
<td>- Involved in the preparation of brand presentations, from luxury to economy brands, for potential owners and investors</td>
</tr>
<tr>
<td>May 2013 – August 2015</td>
<td>Sofitel Hotel, Philadelphia, PA, USA</td>
<td>Night Auditor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Created daily financial reports for senior management to be included in daily audit</td>
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<td></td>
<td></td>
<td>- Closed and batched all food &amp; beverage outlets and reconciled any variances</td>
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<tr>
<td></td>
<td></td>
<td>- Trained employees and senior front desk managers arriving from France and Asia</td>
</tr>
<tr>
<td>September 2009 – May 2013</td>
<td>Haverford College Provost’s Office and Dean’s Office, Haverford, PA, USA</td>
<td>Intern</td>
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<tr>
<td></td>
<td></td>
<td>- Provided administrative support to the staff by answering phone, organizing mails and other correspondence</td>
</tr>
<tr>
<td>January – May 2012</td>
<td>Union for a Popular Movement, Paris, France</td>
<td>Sweet Briar Intern</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Organized press conferences, debates and community agenda meetings with the help of the director of audiovisual services during the 2012 French Presidential election</td>
</tr>
<tr>
<td>Summer 2011</td>
<td>MAXSA Innovations, LLC, Fairfax, VA</td>
<td>Haverford College Whitehead Internship Grant</td>
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<tr>
<td></td>
<td></td>
<td>- Conducted and formulated product and market research campaigns in order to gain potential new customers and expand sales</td>
</tr>
</tbody>
</table>

## EDUCATION

<table>
<thead>
<tr>
<th>Year</th>
<th>Institution</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015 – 2017</td>
<td>ESSEC Business School, Paris, France</td>
<td>MBA in Hospitality Management (AACSB-EQUIS accredited)</td>
</tr>
<tr>
<td>2009 – 2013</td>
<td>Haverford College, Haverford, PA, USA</td>
<td>Bachelor of Arts in French studies &amp; literature</td>
</tr>
<tr>
<td>2012</td>
<td>Villanova University School of Business, Villanova, PA, USA</td>
<td>Certificate in Business</td>
</tr>
<tr>
<td>2011 – 2012</td>
<td>Université Paris III - Sorbonne Nouvelle, Paris, France</td>
<td>Completed the Junior Year Abroad program sponsored by Sweet Briar College</td>
</tr>
</tbody>
</table>

## LANGUAGE AND TECHNOLOGY

<table>
<thead>
<tr>
<th>Languages</th>
<th>Computer Skills</th>
</tr>
</thead>
</table>

## OTHER RELEVANT EXPERIENCE

<table>
<thead>
<tr>
<th>Date</th>
<th>Company/Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2010</td>
<td>Google BOLD Immersion Program, New York NY USA</td>
<td>- Planned and organized a proposal for Google’s Community Affairs team to identify deserving local non-profit organizations that reflect Google’s mission and values</td>
</tr>
<tr>
<td>2005 – 2013</td>
<td>Philadelphia Futures Sponsor-A-Scholar Program, Philadelphia PA USA</td>
<td>- Selected to participate in a mentoring and college preparatory program focusing on academic achievement</td>
</tr>
</tbody>
</table>
**PROFESSIONAL EXPERIENCE**

March – September 2016  
**Cushman & Wakefield Hospitality CEE, Prague, Czech Republic**  
Leading real estate company in CEE  
*Junior Analyst in Valuation and Advisory*  
- Prepared consultancy reports, including market research (market analysis, competitive analysis, supply/demand analysis, etc.)  
- Analysed historical P&L statements and prepared cash flow projections to prepare hotel valuations  
- Assisted the team during operator selection and/or investment instructions, including preparation of marketing material (brochure), follow up with hotel operators and/or investors, etc.  
- Maintained market research and benchmarking databases

2010 – 2015  
**“Les Deux Stations”, Paris, France**  
French traditional Brasserie, Groupe Bertrand.  
*Assistant Manager (Part Time) / Headwaiter*  
- Prepared daily financial reports  
- Supervised inventory control and bills  
- Managed 5 waiters during the service

2012 – 2013 (5 months)  
**The Royal Beach Seminyak, Bali, Indonesia**  
MGallery Hotel 5 stars 120 rooms Accor  
*F&B Management Trainee (operational and administrative)*  
- Sales analysis  
- Optimized following up tools  
- Organized and coordinated events within the hotel  
- Controlled and organized the service in the outlets

**EDUCATION**

2015 – 2017  
**ESSEC Business School, Paris, France**  
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011-2014  
**Institut Vatel Paris**  
Bachelor Degree in International hospitality management (Graduated with honours)

2007 – 2010  
**Lycée La Source**  
High School Diploma in Economics

**LANGUAGES AND TECHNOLOGY**

<table>
<thead>
<tr>
<th>Languages</th>
<th>Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>French: mother tongue, English: fluent, Spanish: beginner</td>
<td>Microsoft office, Pie Electronics, Micros, HTML5/CSS3, PHP, Linux environment, knowledge in web development through a training on the MOOC website “Open Classrooms”.</td>
</tr>
</tbody>
</table>

**OTHER RELEVANT EXPERIENCES**

Training in Web Development, I am currently learning programing languages (HTML5, CSS3, PHP, SQL) and the use of WordPress.  
CHIA accredited in Hotel Analytics after a STR training that took place in ESSEC.  
Certificated with the Google Digital Active Certification for Digital Marketing Fundamentals.
PROFESSIONAL EXPERIENCE

2016
(4 months)
CBRE, Paris, France
Junior Analyst
• Established feasibility studies according to the different project criteria
• Modelled valuation and financial analyses (management contract, leasing, restructuring, development project)
• Provided financial & market report for customers
• Organized and prepared hospitality meeting in partnership with CMS Bureau (300 people)

2014 – 2015
(1 year)
AIRFRANCE, AIRFRANCE-KLM, Roissy, France
Assistant Business Lounge Offer Manager (7 Business Lounges)
• Supervised & implemented project to change dinnerware among all lounges
• Engineered template for monitoring key indicators about service provider and customer satisfaction
• Presented key figures to operational team and service provider managers on monthly meetings
• Suggested team how to improve operational efficiency on the Lounge (+8% E-Score satisfaction)

2014
(June to Oct.)
Château de Sancy 4*, Longitude Hotel, Sancy les Meaux, France
General Manager assistant (21 rooms)
• Worked in every Hotel department: Reservation/yield, front office, events, night-audit
• Recorded and analysed daily, weekly and monthly reports (Sales, Occupancy rate, RevPar)
• Participated actively in the revenue management strategy with use of channel manager

2013 – 2014
(6 months)
Merrion Hotel 5*, Leading Hotel of the World, Dublin, Ireland
Waiter at the Cellar Restaurant

2010 – 2013
Luxury Hotel & Restaurant, Paris & St Maur des Fossés, France
Operational experience in Kitchen as Chef, Waiter then Assistant Restaurant Manager

ASSOCIATION & TEACHING EXPERIENCE

2016 – 2017
(1 year)
ESSEC Business School, Paris, France
The LAB Association (pasta box bar) – Manager
• Managed team of 20+ people to deliver fresh pasta box in an efficient way. The LAB recorded 7000 € monthly sales on average with a 5€ average ticket and 80 covers per service.
• Modelled register software & Designed the bar layout, increasing the productivity by + 100%
• Worked on order, planning, cost control, menu engineering, yielding a 50% profit margin

2016 – 2017
(1st Term)
Business computing – Teaching Assistant
• Prepared & provided help session to =15 IMHI students
• Provided assistance regarding assignment & quiz

2016-2017
(2nd & 3rd Term)
Coursera Hospitality track - Mentor
• Managed coursera forum for each module (4 in total)
• Answered student questions, reported errors regarding materials

EDUCATION

2015 – 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS)

2014 – 2015
Université Paris Est, Paris, France
Bachelor Degree in Hospitality Management (apprenticeship)

2011-2013
Ecole Ferrandi, Paris, France
Associate Degree in catering and hospitality with culinary art option (apprenticeship)

2009 – 2011
Langévin-Wallon School, Champigny, France
A two-year intensive program with concentration in mathematics, physics and engineering (CPGE)

LANGUAGES AND TECHNOLOGY

Languages
French: mother tongue, English: fluent

IT skills
Microsoft Office (advanced Excel user + VBA), C Language (Intermediate), R (basic knowledge)
PROFESSIONAL EXPERIENCE

Jan 2016 – Dec 2017
SODEXO ENTREPRISES, Paris, France
World Leader in Quality of Life Services
Operations & Sales Financial Controller Apprentice
1st year
Created and implemented a Price Indexation tool for the Facility Management Division (300 contracts, sales 105M€):
- Reviewed legal contracts and indexation clauses in depths
- Studied and formalized contractual indexing thoroughly
- Gathered information relative to contracts, billing, customers and previous indexations via interviews with Regional Managers
- Presented the project during Executive Committees with Regional Directors
- Collaborated closely with the IT department to incorporate data in the newly-produced software and test parameters
- Created a learning tutorial and trained Regional Directors, Regional Managers, Assistants and Credit Controllers with the software
- Designed indexation learning for French local contracts within world Master Service Agreements

2nd year
Improved the economic and financial Excel tools and procedures for the development of global offers:
- Selected and made recommendations about requests for proposal
- Determined the cost and built the pricing of the offers, while determining the most appropriate economic models (pure-player/outsourced)
- Designed and negotiated contracts for both French Local and Site Implementation Agreements
- Computed, attributed and followed up bonuses for the sales team

May – Aug 2014
T-BONE GRILL & BAR, Buenos Aires, Argentina
120-seat Steakhouse Restaurant
Maitre D
- Welcomed and seated guests, handled order-taking, billing and payment receipts
- Managed the service flow and improved communication between the kitchen department and waiters
- Organized private events for up to 70 people

Oct 2013 – Feb 2014
HOTEL LE PLAZA **** Brussels, Belgium
196-room privately-owned business hotel, WorldHotels member and Belgian Royal Warrant Holder
Front Desk Agent
- Organized check-in and check-out, billing and payment receipts
- Handled concierge service: taxi and restaurant booking, travel attendance
- Learned to upsell (room and secondary spending)
- Managed room inventory allocation and selected customer upgrading
- Provided special care to VIP guests: welcome process, complaints solving, satisfaction follow-up

June – Sept 2013
GRAND HOTEL DE CALA ROSSA **** Corse, France
40-room family-owned luxury hotel, Relais & Châteaux member
Front Desk Agent
- Organized check-in and check-out, billing and payment receipts
- Handled concierge service: boat rental, flight and restaurant booking, travel attendance
- Provided special care to VIP guests: welcome process, complaint solving, satisfaction follow-up

EDUCATION

2015 - 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2012 - 2015
VATEL International Business School Hotel and Tourism Management, Lyon, France
Bachelor’s Degree in Hospitality Management with honors
One year abroad in Vatel Buenos Aires, Argentina

2011
Cité Scolaire Internationale, Lyon, France
High School Diploma with honors (Major in Science - European Concentration)

LANGUAGES AND TECHNOLOGY

Languages
French native, English fluent, Spanish fluent

Computer skills
Word, Excel, PowerPoint, Access, Cegid, Fidelio

OTHER RELEVANT INFORMATION

Activities
Piano; sports: horse riding competition, running, swimming, fitness

Interests
Gastronomy; travelling: China, USA, Kenya, South Africa, Brazil, Thailand...

Certifications
Professional Bartender Diploma from the Instituto Argentino de Coctelería
Guillaume BENDIYAN
Guillaume.bendiyan@essec.edu

French

PROFESSIONNAL EXPERIENCE

Since 2015  DISNEYLAND PARIS, Marne la Vallée, Ile de France, France
First touristic destination in Europe and second biggest lodging supplier in France
Special Project Manager in New Technologies, Digital and Robotic – Transformation team & COO’s office
- Identified opportunities, built business case and implemented projects to increase profitability
- Defined and rolled-out Disneyland Paris’ 2020 strategy, new organization and digital transformation
- Created the Startup program and the Disruptive team to transform Disneyland Paris
- Coordinated worldwide projects with the Walt Disney Company Parks & Resort
- Developed and delivered partnerships, events, products enhancement and projects for the COO

2013 - 2014  HOTEL CHATEAU DES ALPILLES, Saint Rémy de Provence, PACA, France
5 star boutique hotel with international clientele, Chateau & Hotels Collection - Alain Ducasse Group
Front Desk Manager
- Organized the front desk daily work and created digital tools to improve reservations’ efficiency
- Managed purchases for the lodging dept. and supervised inventories for the whole company
- Developed MICE and restaurant groups segments: 25% increase in reservations in 1 year

2012-2014  HOTEL MONT BLANC, Megève, French Alps, France
Historical luxurious 4 star hotel and Spa, Group Sibuet
Assistant Front Desk Manager
- Managed the reception and concierge team of 8 people for daily operations
- Controlled and validated the sales, occupancy and guest accounts figures
- Approved payments of the commissions and tracked accounts payable and receivable

2009  CLUB REGENT CASINO, Winnipeg, Manitoba, Canada
Casino, 3 points of sales and daily attendance of +700 customers
Assistant Executive Chef
- Organized special events / Improved inventory process to increase the productivity (-30% duration)

EDUCATION

2015 - 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 - 2012  Université d’Avignon, France
Bachelor Degree in Hospitality and Tourism

2007 - 2010  Lycée Hôtelier Alexandre Dumas, Strasbourg, France
Undergraduate Diploma in Hospitality Management, major in marketing, accounting and finance

LANGUAGES AND TECHNOLOGY

Languages  French: native, English: fluent, German: intermediary, Spanish: basic level
Technology  Excel, PowerPoint, VBA, OTAs’ websites, Social medias

OTHER RELEVANT EXPERIENCE

Contests  Artistic and gastronomic culinary challenges - incl. 1st place in Grenoble’s hospitality school contest
Coaching  Basketball coach for kids, snowboard teacher and help sessions professor
Abroad exp.  Winnipeg, Manitoba, Canada: internship as Head Chef assistant in Club Regent Casino
London, United Kingdom: internship as Pastry chef in a gastronomic restaurant
Certification  Certified in Hotel Industry Analytics (CHIA)
NVQ in Pastry, Kitchen and Catering
PROFESSIONAL EXPERIENCE

April – Sept. 2016
Hôtel InterContinental Paris Avenue Marceau, Paris, France
5 star boutique hotel, 55 rooms
Assistant Manager in each department of the hotel
• Prepared the daily, weekly & monthly report to be analyzed with the Revenue Manager for 3
different hotels of the group (Le Marcel, InterContinental Paris Avenue Marceau and Le Colette
in Cannes)
• Involved in the coordination for each contract, prepared daily reports for the sales manager.
• Prepared the planning and in charge of the supplier order in the F&B department.
• Performed daily operations: check-in, check-out, cashiering, invoicing, guest relations
• Handled individual reservations
• Acted as a waiter during breakfast and dinner

Nov 2014 – June 2015
Omni Munt Washington, Bretton Woods, United States
Ski resort in New Hampshire state
Waiter in the hotel main dining restaurant
• Co developed with the restaurant manager the standards of the main restaurant
• Worked in the banquet department

Nov. 2012 – April 2013
Gran Centara Resort Beach, Phuket, Thailand
5 star hotel, 262 rooms.
Food and Beverage Management trainee
• Managed and trained multicultural team of 10 employees
• Overviewed catering events of the hotel: created flyers, sold events, practiced upselling, and
supervised events from 100 to 250 guests.
• Prepared inventories and the budget calculation for the F&B department.

May – Oct. 2011
Hôtel Concorde LAFAYETTE, Paris, France (Under Hyatt Regency today)
Food and beverage Training
• Waiter and chef de rang at the restaurant and the bar “Halftime sport”
• Dressed tables, took orders for breakfast and lunch
• Worked at the room service department: responsible for the mini bar on a daily basis

EDUCATION

2015– 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 - 2014
Glion Institute Higher of Education, Montreux, Switzerland
Bachelor in Hospitality Management

2010
Lycée Lyautey, Casablanca, Morocco
High school diploma in Science

LANGUAGES AND TECHNOLOGY

Languages
French: native, Arabic: fluent, English: fluent, Spanish: fluent

Computer skills
Advanced Excel, PowerPoint, Micros - Opera (PMS + Sales & Catering)

OTHER RELEVANT EXPERIENCE

2016- IMHI-ESSEC: Responsible for “THE LAB”, a student run restaurant outlet in ESSEC’s campus with revenue of
40 000 euros per year.
2011- High school Spanish diploma: Selectividad
2008- Moroccan golf championship: Handicap 11
Robin BERSIER
robin.bersier@essec.edu
Date of birth: 03 April 1992
French

PROFESSIONAL EXPERIENCE

Apr-Sept 2016 BOUYGUES BATIMENT INTERNATIONAL, Paris, France
* International hotel developer intern
  * Selected projects and evaluated feasibility studies
  * Analyzed projects’ financial projections (revenues and costs)
  * Sought different possible sources of funding
  * Investigated return on investment
  * Reviewed hotel plans
  * Elaborated business plans
  * Developed an intrapreneurial project: creation of a product linked to alternative hospitality

Apr-Aug 2015 CITIZENM, Paris, France
* Ambassador
  * Provided an optimal experience to customers: performed check-in and check-out, advised, prepared and served food and beverage, cleared tables, cashed, upsold, prepared next shift
  * Received and controlled orders
  * Took care of customer relationship management

Jan 2013 – Dec 2014 SFR BUSINESS TEAM, Paris, France
* Key account manager apprentice, sales department
  * Participated in call for tender responses (analyzed, optimized customers’ bills and then advised)
  * Managed orders / Cooperated with internal departments to process the order
  * Negotiated contracts
  * Handled customer relationship management
  * Conducted competitive intelligence analysis
  * Implemented new internal processes
  * Trained new apprentice

May-Sept 2011 GROUP HUBB, Yvetot, France
* Executive assistant - Product launch
  * Wrote a business plan: conducted competitive intelligence analysis, developed concepts, analyzed feasibility, cooperated and guided a programmer, negotiated with suppliers, organized a launch event, took care of CRM programs

EDUCATION

2015–2017 ESSEC Business School, Paris, France
* MBA in Hospitality Management (AACSB-EQUIS accredited)

2010-2014 ESSEC Business School, Paris, France
* BBA Bachelor of Business Administration (AACSB-EQUIS accredited)
  * 2012: one semester at ESSEC SINGAPORE
  * 2013: Summer School at King’s College LONDON
  * 2013: one semester at SAN DIEGO State University
  * 2014: Bachelor thesis with highest honors; “Could Myanmar attract ecotourism investors?”

2010 Lycée Pierre Corneille, Rouen, France
* Baccalaureate awarded with high honors

LANGUAGES AND TECHNOLOGY

Languages
French: mother tongue, English: fluent (2-year US expatriation), Spanish: intermediate, Chinese: basic

Technology
Excel: Superior; Word: Advanced; PowerPoint: Advanced
PROFESSIONAL EXPERIENCE

October 2015 – October 2017
ACCORHOTELS, Paris France
Assistant Project Manager ANAIS - change management (SalesForce CRM app) - Global Sales
Responsible for communication, training and several evolution needs analysis (4,500 users)
• Built new training methodology for ANAIS users (content creation, communication etc.)
• In charge of the Mobile adoption (content creation, event management etc.)
• Animated and trained Relays community (Webinars, Support Request etc.)
• Monitored performance on the tool (connection rates, adoption etc.)

December 2014 – June 2015
ACCORHOTELS, Paris France
Assistant Service and Product Manager - Novotel - Global Marketing
Implemented the Novotel brand global strategy
• Defined part of Novotel strategy: set benchmarks, developed actions plans etc.
• Managed projects: “N Room” creation (new room type), Novotel Family offer, MICE offer, Technology etc.). Created communication documents to all Sales Offices
• Global support for all ACCORHOTELS offices in the world

February – August 2014
KANTAR TNS, Montrouge, France
Marketing research world leader (80 countries)
Assistant Marketing Research analyst – Brand and Communication
• Conducted Marketing Research related to Finance and Services companies on their communications: positioning, awareness, ad post test etc.
  ⇒ Questionnaires creation, statistics analysis, reports creation and clients presentation

June – Sept 2012
Air France Industries, Le Bourget, France
French Airplane company
Marketing research analyst – Change management
• Created questionnaire and conducted interviews
• Analysed results and edited corresponding reports
• Delivered recommendations to top management

EDUCATION

2015– 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2013 - 2014
DCU, Dublin City University, Dublin, Ireland
Exchange program

2011 – 2014
KEDGE Business School, Bordeaux, France
Master degree in Marketing (AACSB-EQUIS accredited)

2009 - 2011
Université Paris Sud, Sceaux, France
Technology degree in Marketing

2009
Lycée Jean-Rostand, Chantilly, France
High School diploma in Science with honors

LANGUAGES AND TECHNOLOGY

Languages
French: native, English: fluent, Spanish: conversational

Computer skills
Microsoft Office, Sphinx, Movie Maker, Reflector

OTHER RELEVANT EXPERIENCE

Activities: Sustainable development student association (Horizons), Argentina Trophy (student race in Argentina)

Interests: Travelling; sports: running, climbing, dancing, piano
PROFESSIONAL EXPERIENCE

April 2016 – Sept 2016  
**MUSKITA HOTELS LTD: FOUR SEASONS HOTEL & AMATHUS BEACH HOTEL, Limassol, Cyprus**  
*Sales and Marketing Intern*  
- Created online sales reports based on website sales  
- Published social media posts  
- Assisted with creation of online survey  
- Adjusted online marketing spending based on availability  
- Designed flyers and advertisements for hotel events

2014 – 2015  
**PANS & GRILLS MEDITERRANEAN CUISINE, Voorburg, The Netherlands**  
*(1 year)*  
*Restaurant Manager*  
- Negotiated contracts with suppliers  
- Recruited, trained and motivated staff  
- Designed flyers and advertisements  
- Created and published social media posts and newsletters

2009-2014  
**Olympia Restaurant, Rijswijk, The Netherlands**  
*Part time job*  
Waiter

EDUCATION

2015 – 2017  
**ESSEC Business School, Paris, France**  
*MBA in Hospitality Management (AACSB-EQUIS accredited)*

2011 – 2015  
**Leiden University College, The Hague, The Netherlands**  
*BA in Liberal Arts and Sciences*  
*Major in Global Justice*  
*Minor in World Politics*

LANGUAGES AND TECHNOLOGY

Languages  
Dutch: native  
Greek: native  
English: fluent  
French: intermediate

Technology  
Opera PMS, Microsoft Office (Excel Power User), Adobe Photoshop

OTHER RELEVANT EXPERIENCE

**Harvard National Model United Nations 2013**  
Simulation of the United Nations General Assembly

**Akbar Student Bar Leiden University College**  
Setup of the bar, inventory, bartending

**Student Ambassador at Leiden University College**  
Promoting the University during open days and evenings
PROFESSIONAL EXPERIENCE

Since April 2016 | ZURI ZANZIBAR HOTEL & RESORT, RSIE Project, Prague & Zanzibar
Opening of a 5-star hotel in Zanzibar, Tanzania
Pre-opening team member
- Assisted in search and creation of competitor analysis & marketing plan
- Supported the Director of Sales & Marketing in her daily work (public relations, website creation)
- Built the pricing strategy with the Revenue Manager and General Manager
- Conducted a bank reconciliation for project (from 2014 to September 2016)
- Negotiated different contracts for Hotel’s sustainable approach (Zanrec, EarthCheck)
- Handled different sustainable projects (Zanrec, JTTI)
- Coordinated the EarthCheck Certification
- Collaborated with General Manager for the choice of staff uniforms and hotel amenities
- Facilitated Project Manager’s daily work in Zanzibar (contracts with lawyers, research, follow-up)

April – July 2015 | LE MURAT, Paris, France
Luxury Brasserie
Head Waiter
- Organized and controlled service (30 covers per service)
- Arranged Roland Garros event planning (more than 300 customers per service)

2013 – 2015 | Fouquet’s, Paris, France
Luxury 5-star Hotel, Lucien Barrière
*Part-time Hostess in the Historical Café Fouquet’s and in the restaurant “La Petite Maison de Nicole”*
- Managed and hosted VIP Clients
- Collaborated with the reception and reservation department
- Controlled customer satisfaction

Nov 2012 – May 2013 | Hotel Century Old Town Prague, Prague, Czech Republic
MGallery 4-star hotel, AccorHotels
*F&B Manager Assistant / Conference Sales Manager Assistant (internship)*
- Implemented the new standards and procedures of MGallery brand
- Created seasonal menus (design, tasting tests)
- Cooperated with a French Head Chef of the MGallery Collection, Christophe Hamonou
- Managed local trainees (14 persons)
- Created new banqueting offer and online brochure
- Prepared and analysed seminar offers (contracts, organisation, follow-up)
- Supervised and controlled banqueting services
- Improved internal and external communication in accordance with MGallery standards

EDUCATION
2015 - 2017 | ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 - 2014 | Institut Vatel, Paris, France
Bachelor Degree in Hospitality Management, with honours

2008 - 2011 | Lycée Jeanne d’Albret, Saint-Germain en Laye, France
High School Diploma in Sciences, English section, with honours

LANGUAGES AND TECHNOLOGY
Languages
- French: Native, English: Fluent (lived 3 years in London, European Section during 5 years), Spanish: Intermediate (lived 2 years in Madrid), Swahili: Notions

Technology
- Microsoft Office, Access, Prezi, Imind Map, Photoscape, Micros, CHIA certification

OTHER RELEVANT EXPERIENCE
- A 4-month road-trip around Indonesia (Java, Bali, Flores, Lombok, Lembogan)
PROFESSIONAL EXPERIENCE

April – Sept 2016  QUALITELIS, Paris, France
Digital start-up, auditing in e-reputation
Business development Analyst
• Conducted a market analysis and identified potential clients
• Followed the partnerships with groups and developed the network: Relais & Châteaux, CHC
• Executed some phoning and sales follow-up operations
• Conducted some sales and marketing action (brochure, show, conferences )

May - Aug 2015  SOL Y LUNA RELAIS & CHÂTEAUX, Cusco, Peru
4-star hotel composed of 43 villas.
Assistant sales and marketing manager
• Coordinated marketing and sales activities.
• Followed up to clients contacted in trade shows.
• Organised materials per trade shows.

December 2014 –
April 2015  VILLA DAUBENTON, Paris, France
4-star aparthotel, part of HONOTEL company, composed of 17 apartments.
Assistant general manager
• Managed staff and suppliers (planning, training, controlling deliveries, resolving conflicts)
• Developed procedures for new services
• Co-developed sales strategies (market analysis, yield management)

May – August 2014  RAPHAËL RELAIS & CHÂTEAUX, Rome, Italy
5-star hotel composed of 52 rooms.
Assistant Housekeeping manager
• Controlled rooms’ cleanliness
• Managed staff (planning, training, resolved conflicts)
• Managed suppliers (controlled deliveries, resolved conflicts)

October 2013 -
April 2014  LA FUGUE, Paris, France
Tour operator specialised in music and art, part of LVMH company.
Assistant product manager
• Organised trips (Dubai, Milan, Aldeburgh, Salzburg, Orange and Vienna).
• Budgeted quotations.
• Co-produced the company’s brochure.
• Performed administrative tasks.

May - August 2013  LE SAINT JAMES RELAIS & CHÂTEAUX, Bouliac, France
4-star custom-designed hotel composed of 18 rooms.
Receptionist
• Controlled cashier
• Co-produced occupation analysis
• Advised, welcomed and greeted guests
• Registered reservations

EDUCATION

2015 - 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2012 - 2015  CMH (Centre de Management Hôtelier), Paris, France
European Bachelor in International Hospitality Management (AACSB-EQUIS accredited)

LANGUAGES
French : Native , English : Fluent, Spanish : Fluent, Italian : Good, Russian : Basic

COMPUTER SKILLS
Microsoft Pack Office , good knowledge of professional software (Opera, Hoteleasy and Fiducial) and CRM (ZOHO)

OTHER RELEVANT INFORMATION
President of IMHI Traiteur Association, Treasurer 4L IMHI association, part of the BDE and the “get together” team
Climbing (with regional and national competitions) for 7 years
Extensive travels: Europe: 9 countries, Asia: 2 countries, Africa: 8 countries, Oceania: 1 country, America: 5 countries
PROFESSIONAL EXPERIENCE

6th largest hotel group worldwide present in 5 continents through 23 brands

Project Assistant - Guest experience division: customer service
- Participated in the rebranding of the AccorHotels customer care department
- Re-designed and wrote 1 categorization, 33 processes, 350 templates and 2 compensation grids
- Premiumisation: revised and valued most of our premium guests’ advantages and processes

Jan. 2014 – March 2015  SOFITEL BALI NUSA DUA BEACH RESORT, Bali, Indonesia
5-star hotel resort, 415 rooms, opened end of December 2013, AccorHotels group
Guest Relation Manager
- Managed a team of 15 persons in charge of handling groups, VIP check-ins and guests complains
- Implemented AccorHotels loyalty program & droved guest subscription by +45%
Housekeeping Executive Assistant
- Monitored the work and training of 15 team supervisors
- Coordinated project team on delivering and handing over: schedule, snagging, and rectification process for the hotel opening

June – Oct. 2012  LVMH HOTEL MANAGEMENT, Paris, France
Cheval Blanc Hotel (5-star resorts) & White 1921 (Luxury boutique hotels)
Sales and Operations Intern
- Assisted in developing a differentiating portfolio of Guest Experiences for Cheval Blanc Randheli
- Dealt with the annual budget and the sales action plan for Cheval Blanc Courchevel

April – July 2010  LE MEURICE, Paris, France
Parisian Palace, 160 rooms, Dorchester group
Floor supervisor
- Supervised a team of 4 persons by monitoring the cleanliness and maintenance of 20 rooms

EDUCATION

2015– 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2009-2013  Ecole Hôtelière de Lausanne, Switzerland
Bachelor of Science in International Hospitality Management

2004– 2009  Lycée français de New York, United States
French Baccalaureate major in Economics

LANGUAGES AND TECHNOLOGY

Languages  French: native, English: bilingual, Spanish: intermediate writing and speaking
Technology  Good knowledge of Excel, PowerPoint, Visio, Social Media, Opera PMS system

OTHER RELEVANT EXPERIENCE

Mountain Climbing - Mont Agung 2015 Indonesia (3 142 m), Glacier de L'Allalin 2015 (4 190 m), Tour des grands Combins 2016 Switzerland
Running - Paris half marathon 2016 (2h15), 10 km (56 minutes)
Marie CHARLOUX
marie.charloux@essec.edu
French

PROFESSIONAL EXPERIENCE

Oct. 2015 – current
ACCORHOTELS, Paris, France
1st hotel operator worldwide: 4100 hotels in 95 countries, 240 000 employees

Project Manager - Head of Development France
Developed hotel projects in France for subsidiaries and managed properties for all 20 brands:
largest brand portfolio in the industry ranging from economy to high-end luxury
AccorHotels France = 1526 hotels & 1 opening every 10 days
• Answered to public or private tenders alone or as team member, prepared and participated in
  oral presentations in front of decision makers
• Conducted site inspection, performed market research, proposed brand positioning, built
  business plans and presented projects to investors or to Hotel Invest executive committee
• Negotiated with real estate development companies, construction companies and investors
• Sourced and signed first sites to launch the new brand Jo&Joe
• Led profitability analysis on different types of businesses including new activities & partnerships
• Interacted with many actors: public & private investors, brokers, local & regional authorities,
  property developers, architects, builders, real estate consulting firms, communication agencies

AC by Marriott Paris Porte Maillot, Paris, France
Hotel’s opening (164 rooms & suites), First AC Hotel to open in Paris
Sales Assistant
• Worked with the Sales & Marketing Manager: sales strategies, marketing, communication
  After 1 year of opening: occupancy rate above 60%, total sales above 7 million euros
• Implemented groups’ reservations internal process: built the procedures, established sales
  proposals and contracts for Marriott cluster, trained my successor
• Prospected local corporate companies & partners, yielded new accounts, ensured competitive
  intelligence

May – Aug. 2014
St Brides Spa Hotel, Saundersfoot, Pembrokeshire UK
Seaside Spa Hotel (46 rooms & apartments) elected as the “Best Place to stay in Wales”
Chef de Rang at the Cliff Restaurant

Nov. 2013 – May 2014
Hotel Edouard 7, Paris, France
Four-star Couture Hotel (69 rooms & suites overlooking the Opera) - B Signature property
Event Manager, Assistant to Executive Housekeeper, Receptionist

Summers
Hôtel Les Pléiades, La Baule, France
2012 – 2013
Seaside non affiliated hotel (54 rooms, all-inclusive package during high season)
Night Auditor (Duty Manager), Waitress, Housekeeper

EDUCATION

2015 – 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)
Real Estate and Sustainable Development Chair

2013 – 2015
IEMI – CMH Academy, Paris, France
Bachelor with high honors in International Hospitality Management

2010 – 2013
Université Pierre & Marie Curie, Paris VI, France
Medical school (1st year) & Bachelor of Biology (2nd year)

LANGUAGES AND TECHNOLOGY

Languages
French (native) English (Fluent) Spanish (Proficiency) Russian (notions)

Computer skills
Excel, PowerPoint, Micros - Opera (PMS + Sales & Catering)

OTHER RELEVANT EXPERIENCE

Activities
Au Pair in USA (6 months)  Sports (sailing, skiing, judo) Travel
Active member of students associations : BDE IMHI, IMHI Traiteur

Certifications
GMAT (650 / 800)
PROFESSIONAL EXPERIENCE

April – Sept. 2016
LEONARDO HOTEL GROUP, Berlin, Germany
100 properties hotel chain in Europe and Israel
E-commerce trainee

- Conducted a 6-month project on the computation of the Customer Lifetime Value KPI.
  Created an automated data analyzing tool for the purpose and presented the results of the project to the top-management on a monthly basis.
- Assisted the Search Engine Marketing manager in his daily tasks.
  Creation and supervision of an SEM strategy for Expedia TravelAds.
- In charge of the monthly reporting
- Actively participated in the creation of the new website: in charge of maintenance, content creation and page restructuring of the website

July – August 2015
A&A TRANSACTIONS IMMOBILIERES, Paris, France
Real estate agency specialized in luxury products
Communication Manager

- Conceived and designed the company website
- Implemented a maintenance policy and managed the Search Engine Optimization
- Orchestrated two communication campaigns, on social networks as well as targeted local actions

May – August 2014
LES RESTAURANTS DE LA TOUR EIFFEL, Paris, France
Sodexo – Alain Ducasse Group
Cost Controller - internship

- In charge of revenue control, cash management and stock control for the six restaurants
- Developed three computing tools that led to better figure accuracy and collections of new data
- Launched process to prevent cashier mistakes and provide better reports
- Trained a new cost controller to use the tools and process set up

May – August 2013
HOTEL ALBA****, Lourdes, France
237 rooms in a highly touristic area
Rotating internship

- Worked as cook, waiter, bartender, front desk and back office receptionist
- Understood the stakes of working in a high-capacity hotel specialized in religious tourism

EDUCATION

2013– 2015
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2012-2015
Ecole Hôtelière Internationale Savoie- Léman, Thonon-les-Bains, France
Undergraduate diploma in Hospitality and Catering Management

LANGUAGES AND TECHNOLOGY

Languages
French : native ; English : fluent ; German : good level

Programming
VBA : Very good Level ; HTML : Good level ; SQL : basis

Software
Professional use of Microsoft office

OTHER RELEVANT EXPERIENCE

Teaching Assistant of Professor Sunmee Choi PhD. In Revenue Management and Quantitative Methods
Regularly perform illusion and prestidigitation shows. Expertise in cards mechanics.
PROFESSIONAL EXPERIENCE

Oct 2015 – Oct 2017 PARIS INN GROUP 4* & 5*, Paris, France
Expert in Asset management and Hotel investment, 32 hotels, annual occupancy rate : 92%

*Operations project manager (apprenticeship)*
- Conducted controlled and implemented quality audits designed to identify our strategy for service delivery (quality insurance, classifications, mystery guests)
- Facilitated the opening of 3 hotels, oversaw the recruitment and implementation of service standards
- Managed the cost management of purchases and acquisitions in order to maximize budget
- Followed up safety standards compliance, conducted technical audits and onsite visits
- Took care of all e-reputation management and set-up e-reputation guidelines for the group
- Created a welcome toolbox for on-boarding managers by designing Excel spreadsheets
- Direct point of liaison between hotel general managers and support headquarter offices

Re-opening of an historical restaurant in Mayfair, 60 seats, managed by Alain Ducasse

*Reservation agent & hostess*
- Created luxury experience and participated in delivering exceptional service with high standards
- Allocated tables in order to maximize the turnover
- Handled reservations from several canals and managed online booking platforms
- Organized private events, large parties bookings, special guests requests

Sept 2013 – Sept 2014 LE MERIDIEN ETOILE 4*, Paris, France
MICE segment , 1100 rooms, 2 500m2 of meeting rooms

*Assistant of the director of the conference centre (apprenticeship)*
- Conducted several financial analyses (costs, P&L)
- Managed event functions according to specific needs and requests from clients
- Prepared and led quarterly team meetings

June – KUBE HOTEL 5*, Saint-Tropez, France

*Front Desk agent*
- Run check-in/out and night audit shifts in a 40-room boutique hotel

April – INTERCONTINENTAL HOTEL 5*, Qingdao, China

*Guest Service in the club lounge (training)*
- Implemented tools to measure and improve guest satisfaction
- Assisted guests, understood needs of Asian clientele and took care of their comfort
- In charge of F&B offer, Implemented daily cleaning tasks

EDUCATION

2015 – 2017 ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2013 – 2014 Lycée Hôtelier Albert de Mun, Paris VII and Université PARIS X, Nanterre
Postgraduate degree / bachelor degree in Luxury hospitality management

2010 – 2013 Lycée hôtelier Yvon Bourges, Dinard, France
Undergraduate Diploma in hospitality Management with major in accounting

2010 Lycée Dupuy de Lôme, Lorient, France
High School Diploma in economics with major in maths

LANGUAGES AND TECHNOLOGY

Languages
- French: native, English: fluent, Spanish and Mandarin: notions

IT skills
- Microsoft Excel power user: proficient in advanced function, databases, macros,
- Powerpoint, word, Micros, Opera, Opentable

INTERESTS

Leasure
- Running: half-marathon in 2017
PROFESSIONAL EXPERIENCE

April – Sept 2016  MARRIOTT INTERNATIONAL, Zurich, Switzerland
Marriott Development Office
* Market Feasibility Analyst
  * Conducted detailed market and financial analyses
  * Interpreted statistical data and made recommendations
  * Worked actively in Starwood acquisition
  * Created a pricing comparison graph related to 10 hotels of 7 rooms types

Oct 2014 – Sept 2014  RADISSON BLU PLAZA HOTEL, Sydney, Australia
April 2015  Five star historic hotel, 362 rooms, occupation rate : 90%
* Guest Service Representative, Front Office
  * Insured key role for guests during the stay
  * Managed highly guest-flows: 150/200 check-in and out per day
  * Worked actively with conciergerie, reservations, housekeeping and F & B departments
  * Dealt with an international team and numerous guest origins

March 2012  ACCOR NOVOTEL SACLAY, Saclay, France
August 2014  Four star hotel, 140 rooms, occupation rate : 75%
* Receptionist, Front Office
  * Promoted loyalty program: increase of 30% in registrations
  * Rebuilt the no-show process: reimbursement from the guests >30 days = decrease of 25%
  * Greeted guests during the stay,
  * Supervised all group process: from 3 to 4 per week in high season
  * In charge of individual direct bookings

Sept 2011 – March 2012  PIZZA PINO VELIZY 2, Vélizy-Villacoublay, France
* Head waiter
  * Responsible for room setting, motivated team
  * Drove service, communicated with kitchen

May – August 2010  FPÖEC Fiduciaire Parisienne d’Organisation et d’Expertise Comptable, Paris, France
* Company registered with the order of the Chartered Accountant
  * Accountant Internship
  * Managed and updated accounts
  * Appointed by the Director to establish the balance sheet

EDUCATION

2015 – 2017  ESSEC Business School, Paris, France
* MBA in Hospitality Management (AACSB-EQUIS accredited)

2012 - 2014  Lycée hôtelier de Saint-Quentin en Yvelines, Guyancourt, France
* Undergraduate Diploma in Hospitality Management

2009 – 2011  ESGF Business School, Paris, France
* Management, Audit and Accounting

2006 – 2009  Lycée Notre-Dame du Grandchamp, Versailles, France
* High School Diploma with specialization in Economics

LANGUAGES AND TECHNOLOGY

Languages  French: mother tongue, English: fluent, German: intermediary
Technology  Office Pack: Excel, PowerPoint, Word, Outlook
* Operating Software: OPERA, TARS, VG/VR Visual Restaurant, Hotel link

OTHER RELEVANT INFORMATION

Teaching Assistant in Finance and Managerial Accounting
Treasurer of student ESSEC Association (2016 – 2017)
Head of communication for a student association: promoted and fully organized events (2010 – 2011)
Victoria ESTIC  
Victoria.estic@essec.edu  
24 years old  
French

PROFESSIONAL EXPERIENCE

April – Sept 2016  
THE KEATING BOUTIQUE HOTEL, 4 stars, 35 rooms, San Diego, USA  
Revenue Management and Operations Intern  
- Oversaw revenue management and distribution strategies of the hotel; rate-shopped 30-60-90 daily to determine competitor pricing structure  
- Completed daily pick-up analysis, strategy adjustment and reporting  
- Mastered the CRS (IHotelier) and PMS (RoomKey) systems to manage pricing and availability  
- Provided weekly dynamic forecast of expected results, variances, and budget comparisons; increased August budget by 60% in 3 months  
- Participated in weekly revenue management meetings; working with other GMs’ hotels managed by the same consulting company  
- Completed a SWOT analysis on the 5 main competitors and presented it at the owner meeting  
- Covered at the front desk and housekeeping departments when assistance was needed

Jan – July 2015  
HUMPHREYS HALF MOON INN & SUITES HOTEL, 3 stars, 182 rooms, San-Diego, USA  
Sales and Conference Coordinator Intern  
- Participated in sales office operational tasks  
- Worked with customers to outline their specific event needs and met their expectations  
- Created Banquet Event Orders (BEO’s) to communicate with the client and the F&B department  
- Performed in house computer systems (Delphi/Opera) necessary to track group and catering clients

Sept – Dec 2014  
BADUNKACHUNK COOKIES INC., San-Diego, USA  
(Online food gifting company)  
Marketing and sales assistant intern  
- Created a gifting basket platform for high-end Hotel Concierge in San Diego  
- Sought out contacts in San Diego for meetings and presentations  
- Compared and analyzed competitor gifting options

Summer Jobs  
Receptionist Intern (8 months)  
2014  
SENATOR PARQUE CENTRAL HOTEL, 4 stars, 140 rooms, Valencia, Spain  
2013  
LES CRAYERES, RELAIS-CHATEAUX, 5 stars, 20 suites, Reims, France  
2012  
COLETTE BOUTIQUE HOTEL, 4 stars, 50 rooms, Cannes, France  
- Handled daily operations: check-in, check-out, cashiering, concierge, reservations  
- Resolved guest concerns and consistently followed-up to ensure guest satisfaction  
- Managed back-office and administrative tasks including invoices and email

EDUCATION

2015– 2017  
ESSEC Business School, Paris, France  
MBA in Hospitality Management (AACS-EQUIS accredited)

2010-2014  
University Paris-Dauphine, France  
Master Marketing and Strategy  
Final Thesis on “ACCOR Group Internationalization Strategy; focus on Russia and Indonesia”  
One semester Exchange, University of Pusan, South Korea  
Bachelor in Business Management

LANGUAGES AND TECHNOLOGY

Languages  
French: native, English: fluent, Spanish: good level

Technology  
Microsoft Office, Advanced Excel skills, Opera, Delphi, RoomKey, IHotelier

OTHER RELEVANT EXPERIENCE

ESSEC school involvement  
Vice-President of students office (BDE)- organizing events throughout the year

Charity  
Food Volunteer, Father’s Joe Village, San Diego, USA, Summer, 2011

Exchange  
Exchange Student, Mount Lawley High-School, Perth, Australia, One trimester, 2009

Sport  
Running (San Diego semi-marathon), yoga, swimming, skiing

Travel  
Back-pack traveling around Vietnam, Peru and Bolivia

Music  
8 years of piano and musical theories
Rémi FATTAL
Remi.fattal@essec.edu
Date of birth: 31 January 1993
French

PROFESSIONAL EXPERIENCE

Dec 2015 – Dec 2017  ELIOR Restauration – Ecole Notre-Dame des missions st Pierre, Charenton, France
(1100 meals per day, 10 employees)
School restaurant manager
• Managed a team of 10 employees
• Provided a high level service for 4 audiences up to 1100 guests
• Participated in the accounting and administrative management
• Met restaurant financial objectives by forecasting requirements and scheduling expenditures
• Worked on the implementation of sustainable development through food services

July – August 2015  ELIOR Concessions – Les cafés de la pyramide, Louvre Museum, Paris, France
(4 counter sales outlets, 20 employees)
Restaurant manager
• Managed a team of 20 employees. Scheduled and supervised
• Provided a high level service for an international clientele
• Maintained safe, secure and healthy environment by following and enforcing sanitation standards and procedures

Sept 2013 – Sept 2014  ELIOR Concessions – Louvre Museum restaurants, Paris, France
(6 restaurants, 200 employees, Turnover: 14 million euros/year)
Operational business controller
• Controlled and guided the activity of 6 restaurants (from snacking to high-end restaurants)
• Established, monitored and enforced internal controls
• Conducted an Internal Audit, analyzed data and presented recommendations to improve margin
• Prepared business forecast and wrote monthly activity comments

April – August 2012  MERCURE Ardoe House and Spa – Aberdeen, Scotland
(4 star hotel, 120 rooms) / Conference and banqueting waiter

April – August 2011  Woodway Country Club – Darien, CT, United-States
(Private golf course and beach club, 560 members)
Pastry Chef

EDUCATION

2015– 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2013 – 2014  Université Paris-Dauphine, Paris, France
Bachelor’s degree in Hospitality Management

2010 – 2013  Lycée hôtelier Jean Drouant Hotel School, Paris, France
Undergraduate degree in Hospitality Management with marketing and accounting major

LANGUAGES AND TECHNOLOGY

Languages  French: native, English: fluent, Spanish: basic
Technology  Microsoft Office Pack, Advanced Excel

OTHER RELEVANT INFORMATION

Activities: Football (11 years)
PROFESSIONAL EXPERIENCE

April - Sept. 2016
Adagio Aparthotels Head Office, Paris, France
Quality Assistant Coordinator
Data Collection - Analysis - Preconisation and Support for 95 aparthotels in France and Europe
- Facilitated training sessions for new General Managers on quality and guests’ satisfaction via “Trust You” and followed-up the quality targets to ensure maximum scores
- Managed highly important complaints, found ways to make deals with customers and created a viable method to declare special litigations leading to time-saving
- Conducted mystery calls for the 100 aparthotels of the company
- Prepared worksheets evaluations and official presentation to the leader of Adagio

August 2014 - July 2015
Accor Novotel City Centre, 4 star hotel - 166 rooms, Manchester, United Kingdom
Receptionist
- Led team to organize daily reception tasks which led to more efficiency and increased time dedicated to satisfy customers need
- Highly engaged within the implementation of Accor Welcome Project combining the promise of a more free-flowing, efficient process with that of a personalized welcome and recognition of loyal direct customers
  → Reduction of 40% of the morning check-out queues
- Took the lead in the training of new team members and redefined the daily tasks sheet to help newcomers organize themselves and be more efficient

May - Oct 2013
Hilton Deansgate, Manchester, 4 star hotel - 279 rooms, United Kingdom
Receptionist, Executive Lounge
- Played a key role within the organization of the lounge and provided a high communication level between the executive lounge and the reception on a daily basis
- Learned to manage the lounge and became a substitute to the manager when the hotel was short staffed: handled orders and deliveries twice a week, trained 5 staff new members and dealt with diversified guests’ requests

May - Sept 2012
Relais & Châteaux La Réserve, 5 star hotel - 28 rooms, Albi, France
Rotating internship
- Discovered the hotel different departments: worked as a receptionist, waitress, housekeeper and butler
- Built and maintained a strong relationship with the GM, took part in the hotel daily administrative tasks

EDUCATION

2015 – 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 - 2014
Institut Vatel, Nimes, France
Bachelor in Hospitality Management and Tourism

2009 – 2011
Lycée Pape-Clément, Pessac, France
High School Diploma in economy with honors

LANGUAGES, TECHNOLOGY & OTHER RELEVANT EXPERIENCE

Languages
French: mother tongue, English: fluent, Italian and Spanish: conversational

Technology
Excel Advanced, Power Point, Word & PMS: Opera & Hilton

OTHER RELEVANT EXPERIENCE

Vice President of the School catering association
Management support of a family owned B&B in Bordeaux, France
PROFESSIONAL EXPERIENCE

Dec 2015 – Dec 2017
HYATT REGENCY PARIS ETOILE****, Paris, France
3rd largest hotel in Paris (975 rooms) owned by Hyatt Hotels Corporation
Project manager apprentice
• Implemented a time management software (Octime) for 600 employees in 6 months and trained all the managers with this new tool.
• Made sure to report and solve the issues brought by the operational departments.
• Created procedures and managed the authorizations of managers.
• Launched a new food & beverage concept in partnership with Illy: administrative tasks.
• Reorganized the catering department in the aim of repositioning the offer and make the outside catering department a major player in the Parisian scene.
• Assisted the Director of Operations in the renovations phase: moving of teams, respect of the retro planning due dates, launch of temporary F&B concepts

Jun 2013 – Dec 2013
LE MERIDIEN BORA BORA*****, Bora Bora, French Polynesia
Luxury resort owned by Starwood & Marriott International group
Wedding planner
• Organized all weddings and romantic events in the hotel (78 events)
• Created an independent wedding department along with new procedures and processes
• Created the new wedding offers: competition and demand analysis and new cost structure
• Negotiated with wedding partners in regards to pricing strategy and packages.

Dec 2011 – April 2012
LA SIVOLIERE*****, Courchevel, France
Family owned luxury ski resort
Cross training intern in operations and Human resources
• Assisted managers within 4 departments: Front office (1,5 month); Housekeeping (1 month);
  Restaurant (1 month) and Kitchen (1,5 month)
• Created the recruitment site of the hotel to facilitate the recruitment process for the new comers.

MURANO URBAN RESORT PARIS*****, Paris, France
Lifestyle hotel owned by Machedefert Hotel Collection (former Murano Hotels & Resorts group)
Apprentice in Pastry
• In charge of the full production of breakfast items, bar appetizers and sunday brunches (200 guests)
• Assisted the Chef in the production of à la carte desserts (6 different deserts renewed every seasons) and cocktail savories.

EDUCATION

2015 - 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 - 2015
Glion Institute of Higher Education / Les Roches Gruyère UAS, Bulle, Suisse
Double Bachelor degree in Hospitality Management with honors (Finance concentration)
6 months semester abroad in Kendall College, Chicago, USA

2009 – 2011
Ferrandi Paris - Ecole de la gastronomie française, Paris, France
Certificate of professional capacity in Kitchen and Pastry

2005 - 2009
Lycée Saint-Michel de Picpus, Paris, France
French General Baccalauréat with honors (Scientific concentration)

LANGUAGES AND TECHNOLOGY

Languages
French: native, English: fluent, Spanish: proficiency

Technology
Word, Excel, PowerPoint, Opera, Micros, Architect Studio Pro, Octime

OTHER RELEVANT EXPERIENCE

Activities: dance (8 years), Gym (4 years), viola (12 years), Orchestra (9 years), soifge (10 years)
Interests: Travelling; Gastronomy; Pastry
Certifications & Training: Certificate of Activity Leader (BAFA), Peer Assisting Learning Leader in Food & Beverage, Glion Oenology Club certificate, Driving License
PROFESSIONAL EXPERIENCE

April – June 2016
BOOKING.COM, France and The Netherlands
Project Assistant Paris Support Office
Performed data analysis studies for vacation rental and regional management
  • Compiled and structured data for French vacation rental market
  • Computed a segmentation matrix for French vacation rental based on performance
  • Benchmarked and followed-up AccorHotels marketplace (500 hotels) for competitive analysis

July – Sept 2016
Project Assistant Global Strategic Sales Department, Amsterdam Headquarters
Assisted Strategic Lead Manager to implement a worldwide new service model
  • Implemented KPIs to monitor the service model project on 18 offices worldwide
  • Co-facilitated actions with work groups 18 commercial offices worldwide
  • Drove employee survey feedback (200 answers) on service model
  • Created communication supports (videos and newsletters)

CHATEAU ELAN WINERY AND RESORT 4*, Brasilton GA, USA
(276 rooms, conference center 2300m², winery, spa boutique hotel 14 rooms)
Receptionist/Concierge/Guest Relations
Provided professional and excellent guest service experience.
  • Supervised and coordinated bellmen and housekeeping tasks
  • Handled guests’ complaints and enforced follow-up process
  • Prepared and facilitated new receptionists training

Jan. – April 2014
HOTEL AMIGO BRUSSELS – ROCCO FORTE COLLECTION 5*, Brussels, Belgium
(173 rooms, 9 meeting rooms)
Various positions: Income Audit/Accounts Receivable/Accounts Payable/Cost Control
  • Reviewed postings, payments, revenue and guest balance reports on a daily basis
  • Assisted financial controller with completing the year-end audit process

Jan. – April 2014
PULLMAN PARIS MONTPARNASSE 4*, Paris, France
(957 rooms, conference center 4215m²)
Floor Housekeeper
  • Managed 8 room attendants for room making process
  • Responsible for occupied and departure rooms, giving attention to guests’ needs

Jan. – April 2014
THE WESTIN PARIS VENDÔME 4*, Paris, France
(440 rooms, conference center 2000m²)
Various positions: kitchen, restaurant, rooms
  • Supervised a floor (110 rooms) for the housekeeping department with 10 room attendants

EDUCATION

2015 – 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2013 – 2014
Ecole Supérieure Internationale de Savignac, Savignac-les-Eglises, France
Bachelor degree in International Hospitality Management

2010 – 2013
Lycée Hôtelier La Rochelle, France
Undergraduate Diploma in Hospitality and Catering: Major in Accounting and Marketing

2008 – 2010
Lycée Jean Macé, Lanester, France
High School Diploma major in Economics

LANGUAGES AND TECHNOLOGY

Languages
French: native, English: fluent, Spanish: basic

IT Skills
Microsoft Office Power User (including VBA Programming), InDesign, HTML Language, Piktochart

OTHER RELEVANT EXPERIENCE

Activities
Student association Secretary, pro-active in IMHI Traiteur Association

Interests
Travelling: USA: 1Year, sport: running, photography

Certification
Fundamentals of Digital Marketing – Google Digital Active
PROFESSIONAL EXPERIENCE

March - September 2016  RELAIS & CHÂTEAUX ENTREPRISE, Paris, France
Marketing & Loyalty intern at the association headquarters
• Conducted and developed the loyalty strategy for the brand
• Revised and modernized the plan of the loyalty program with the marketing team through communication actions and recruitment of new customers
• Produced and developed the digital loyalty strategy: optimized and created the new website with a focus on the loyalty page
• Activated the animation plan for loyal customers: e-newsletters campaigns, creation of exclusive events around the world
• Designed guests recruiting campaigns with business and institutional partners
• Used and optimized an adapted CRM solution

March 2014 - July 2015  LE BRISTOL, Oetker Collection, Paris, France
Reservations & revenue employee
• Managed individuals, small groups, companies, travel agencies, tour operators and regular guests reservations; through from emails, phone, OTAs, website and GDS
• Practiced upselling, cross-selling and promoted special offers
• Contributed to the revenue management strategy, with pickup analysis, reservations and website optimization, rates loading
• Conducted personal project: in charge of improving auditors reports on quality for the reservation & revenue service, update and follow-up of guests’ profiles

August 2013 - January 2014  PARK HYATT, Shanghai, China
Front desk intern
• Managed guests complaints, and assisted guests during their stay
• Practiced upselling and cross-selling and revenue optimization for the property

April - September 2012  MANDARIN ORIENTAL, Barcelona, Spain
Front desk intern

EDUCATION

2015– 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)
Concentration: entrepreneurship

2010- 2013  Institut Paul Bocuse, Lyon, France
Bachelor’s degree in hospitality and food service international management

2010- 2013  IAE Lyon III, Lyon, France
Bachelor’s degree in Hospitality & Tourism, specialization in hotel & food service international management

2010- 2013  Université du Vin de Suze-La-Rousse
Wine tasting methods and technical knowledge certificate

LANGUAGES AND TECHNOLOGY

Languages  French: native, Spanish: fluent (Spanish mother), English: fluent
Computer skills  Microsoft Office: excel classes at ESSEC, Word, Power point

OTHER RELEVANT EXPERIENCE

Activities: member of ESSEC Boxing club / ski competitions / scouting
Certifications & Training: entrepreneurship specialization at ESSEC Business School
Participation in the creation of a startup
PROFESSIONAL EXPERIENCE

Dec 2015 – Dec 2017  LE MERIDIEN ETOILE, Paris, France
Marriott Group – 1025 rooms
Revenue management Executive – Apprentice
- Managed the inventory (1025 rooms, 3000m² of conference center) and pricing strategy on a daily base
- Prepared the weekly revenue meeting and month end pack for owners and management team
- Participated in the development of budget and forecast
- Co-managed and reinforced E-commerce entities by establishing new promotions and packages, updating hotel’s extranet or mapping new partners and monitoring productions
- Assisted in the inventory changes process due to renovation work: informed partners and support, and updated systems
- Approved (if eligible) Best Rate Guarantee claims
- Contributed to the team’s effectiveness during organization changes, rebranding corporate merger and changes in the structure

Sep 2015 – Jan 2016  NOVOTEL LONDON WATERLOO, London, United Kingdom
AccorHotels Group – 178 rooms
Receptionist
- Increased guest satisfaction by handling guests’ special request (8 positive personal reviews)
- Answered the phone respecting Accor’s rules and procedures
- Operated guest payments and managed guest billings (up to 110 check out per day)

March – Sept 2014  HOTEL CENTURY OLD TOWN PRAGUE, Prague, Czech Republic
M Gallery Collection by Sofitel – AccorHotels group – 174 rooms
Multidepartment trainee
- Designed Excel documents to measure pickup and pricing positioning in order to support GM’s decisions
- Co-led the housekeeping department: checked the guest rooms, gave advice to maximize service, optimized processes and ran housekeeping team
- Greeted guests on arrival, checked them in into the Front Office system, assisted them with queries and information during their stay

EDUCATION

2015– 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2013 – 2014  Ecole Internationale de Savignac, Savignac-Les-Eglises, France
1st Year in MBA of Hospitality Management in 33 months

2010 – 2013  Université de Droit de Versailles Saint Quentin en Yvelines, Versailles, France
Law Degree with honors

2008 – 2010  Université de Médecine de Versailles Saint Quentin en Yvelines, Versailles, France
1st Year - Acquired a strong capacity to work efficiently and quickly, memorize and summarize

2008  Lycée Louis Jouvet, Taverny, France
High School diploma in Science with honors

LANGUAGES AND TECHNOLOGY

Languages  French: mother tongue, English: fluent

Computer skills  Microsoft Excel power user. Proficient in advanced functions, databases, macros and developing applications for others via VBA, Word, PowerPoint, Opera, Revenue plan and Valhalla

OTHER RELEVANT EXPERIENCE

Treasurer of IMHI Traiteur (Catering association of IMHI Program, events from 30 to 300 pax, up to 8k€ revenue)
4L Trophy Special Edition in Argentina (humanitarian and sporting rally based on sharing, solidarity and action values)
PROFESSIONAL EXPERIENCE

Since Oct 2016  SQUAREBREAK, Paris, France
A start-up creating the world’s first chain of hotel houses
Business Developer: Part time job during studies
Take part in the opening of several regions in France.
• Prospect potential owners and convince them to join innovative concept, hotel house
• Meet the owners with sales manager
• Contribute to the development of market research to become the most competitive on the rental market

Apr – Sep 2016  During internship
Partnership Manager & Distribution
Created and led a team of 3 to increase company visibility in the market
• Found and negotiated new partnerships
• Maintained good relations with existing partners such as Airbnb, Homeaway and travel agencies

Feb – Sep 2015  PAN PACIFIC, Ningbo, China
Business hotel, 415 rooms, 3 Restaurants and apartment hotel facility (Opera System 5.0)
Graduate Management Training in Front Office
• In charge of monitoring guest service quality
• Handled guest complaints
• Set up corrective action plans to ensure enhancement of the service quality

Dec 2013 – Jul 2014  THE ROLLING CHEF PROJECT, Martigny, Switzerland
As part of a 4 partners team, set up of a Start Up company for its launch in September 2014
Co-founder
• Fully responsible for both financial and marketing parts of the business plan:
  Forecast budget/ Fund raising/ Marketing presentation and negotiation
• Developed brand image and implemented social media exposure

Sept – Dec 2013  THE TANTRA BAR - Bar Tender Manager - CHINA - Hong Kong
Social night bar
Assistant Bar Manager
• Managed bar during the night shift
• Staff management
• Customers relation management

EDUCATION

2015– 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 - 2014  Vatel International Business School Hotel, Martigny, Switzerland
Bachelor of Science in Hotel & Tourism Management

LANGUAGES AND TECHNOLOGY

Languages  French native, English Fluent, Spanish conversational, Mandarin proficiency
Computer skills  Excel advanced, Word and Power Point, Opera 5.0

OTHER RELEVANT EXPERIENCE

Interest  Tutoring (Math, Physics and French personal tutor)
Training  Digital marketing

French
PROFESSIONAL EXPERIENCE

Dec 2015 – Dec 2017
ACCOR HOTELS DIGITAL HEADQUARTERS, Paris, France
Accor Hotel group, 4000 properties worldwide
Project Manager for New Distributors Deployments – Digital Services
• Managed 10 different new connectivity projects 3 of which on my own.
• Administrated and performed the pilot phase in close collaboration with partners.
• Resolved connectivity issues and proceeded to technical actions (loadings) on Accor software.
• Planned and realized the deployment phase with commercial and technical teams.
• Took part in new project digital meetings and offered technical and commercial solutions to connect new partners.
• Created supports and trained the support team on new connected partners processes.

July – August 2015
HOTEL BALZAC *****, Paris France
5-star hotel, 69 rooms and suites, JJW Hotels group
Receptionist
• Handled guests’ complaints and answered to their special requests to increase their satisfaction.
• Welcomed, informed, and showed the guests to their room.
• Operated guests payments and billing.
• Organized work between services.

July – August 2014
LES FERMES DE MARIE *****, Megève, France
5-star hotel, 71 rooms and suites, Sibuet Hotel & Spa group
Receptionist
• Updated and created front office procedures.

May – August 2013
GRAND HOTEL VILLA SERBELLONI *****L, Bellagio, Italy
Independent 5-star luxury hotel, 95 rooms and suites
Trainee Receptionist, Reservation and Concierge

EDUCATION

2015 - 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2014 - 2015
IAE Savoie Mont-Blanc, Chambéry, France - New College Durham, Durham, UK
Bachelor’s Degree in International Business and Management with honors

2011- 2014
Lesdiguières Catering High School, Grenoble, France
Undergraduate Diploma in Front Office and Accommodation Management taught in French, English and Italian with honors

2010 – 2011
Lycée Ampère, Lyon, France,
First year of preparation to enter a Business School with major in science

2010
High school diploma in science with honors

LANGUAGES AND TECHNOLOGY

Languages
French: native, English and Italian: Fluent, German: Beginner

Computer skills
Microsoft Office (Word, Advanced Excel, Power Point), Hospitality software (Tars, Dataweb, Vega, Eole, Protel, Sys Hotel)

OTHER RELEVANT EXPERIENCE

✓ Active member of IMHI Traiteur (Catering student association, events from 30 to 300 pax, up to 8k€ revenue)
✓ Finalist of the Take Off Challenge by Accor Hotels
✓ First aid diploma (PSC1 Croix Rouge)
✓ Car and boat driving licenses
PROFESSIONAL EXPERIENCE

2016
Châteaux & Hôtels Collection-Alain Ducasse Group, Paris, France
6 months
Marketing manager assistant (internship)
- In charge of launching the campaign with “Notre Temps” magazine
- Developed campaign with iDtgv (5 projects), Marie Brizard...
- Initiated four operations to highlight and develop the loyalty program
- Coordinated the creation of a special event taking place in 15 restaurants of the group
- Focused on the web site optimization
- Responsible for seasonal campaigns (Father’s Day, UK special offers...)
- Conducted benchmark and performance measurement analysis

2013-2014
InterContinental London Park Lane, London, United Kingdom
1 year
Housekeeping office coordinator (Internship)
- Monitored the hotel’s 447 rooms
- Completed administrative paper tasks (weekly timesheet, management report, agency...)
- Prepared the daily room list for 45 room attendants and unit managers according to the criteria of the day (VIP, special requirements, type of rooms...)
- Dealt with all the telephone inquiries regarding the housekeeping department
- Trained new housekeeping office coordinators by developing a new training program

9 months
Theo Randall restaurant receptionist (Part time job)
- Managed reservation and events for the restaurant and private dining rooms
- In charge of the tables allocation and room organization
- Welcomed guests
- Dealt with telephone and email inquiries on a daily basis

IHG Academy
- Cross training in Sales, Marketing, Front office, F&B and Reservation.
- Represented the InterContinental London Park Lane at IHG executive events

2012 – 2013
Absolute Taste, London, United Kingdom
1 year
Catering and event company part of McLaren group
Part time
Hostess/Waitress/Bar person mainly affected to the Olympics site
- Guest relations: welcomed guests, responded to guests’ needs, promoted events
- Event team leader assistant
- Food and drink service
- Trained new employees of the catering team

EDUCATION

2015–2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011-2015
University of West London, London college of Hospitality and Tourism
Bachelor in International Hotel Management, First class honors

2009-2011
IUT Paris Descartes, Paris, France
Undergraduate degree in Company and Administration Management (Equivalent to BTEC Higher National Diploma)

LANGUAGES AND TECHNOLOGY
Languages
French: native, English: fluent, Spanish: basic

IT skills
Fidelio, Opera, HotSOS, Open table, Ischedule, Micros, Word, Excel, PowerPoint

OTHER RELEVANT EXPERIENCE

2016
Winner of The Hyatt Student Prize – Leaders of tomorrow

2012- Present
Member of The Savoy Society Mentoring Scheme (London)

2015- Present
Member of Essec boxing club

2014
Winner of the ‘Career Investment Development Scholarships’ of HOSPA - the UK’s leading educational organisation for hospitality professionals.
PROFESSIONAL EXPERIENCE

Dec 2015 – Onward  SOLANET GESTION HOTELIERE, Paris, France
Asset management company holding 40 independent or branded hotels (Accor, Louvre Hotels, B&B)
Asset Manager
- Managed a hotel portfolio: cooperated with general managers, hotel operators and investors, implemented operational strategies, reviewed costs and recommended cost optimization measures, established financial and capex projections and renegotiated loans contracts.
  ⇒ 6 hotels with a cumulating turnover of 5 million euros and interest costs savings of 0.5 million
- Supervised the acquisition of three independent hotels in Paris from market, financial and appraisal analysis to fund raising and negotiation with sellers and lawyers:
  ⇒ Volume of transactions: 35 million euros in one year
- Involved in the renovation of a 126 room independent hotel into a 140 room Mercure hotel, construction and opening of a 102 room Ibis Styles
- Implemented a new dynamic tool using VBA which enabled the organization to analyze and compare month and year-to-date key performance indicators of hotels within the portfolio
- Administered two hotels as general manager for two months and supervised all the departments

Jan – Jul 2015  LCL, Lyon, France
French bank owned by the Credit Agricole group, 3rd biggest bank in Europe.
Corporate Banking Deputy
- Managed a portfolio of corporate entities: provided financial loans and promoted bank services
- Analyzed corporate financial statements and credit risks

Apr – Oct 2014  ARKEA CAPITAL INVESTISSEMENT, Paris, France
Investment fund injecting between 1 and 10 million euros in small and medium-sized companies
Private Equity Analyst
- Reviewed market, financial and strategic due diligences
- Conducted excel modeling and appraisal analysis
- Reported investment notes to the executive committee

Jul – Sep 2013  CHRISTIE DIGITEL SYSTEMS Headquarters, Wokingham, United Kingdom
Manufacture projection solutions for worldwide customers
Accounts Assistant

2005 – 2010  RESTAURANT LE GRAND LARGE, LE PUIT DES SAVEURS, LE GALOPIN, VIA COSTA, France
Worked as apprentice and chef de partie to gain operational experiences in the hospitality industry

EDUCATION

2015 – 2017  ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)
Concentration in Real Estate and E-commerce
Member of the Real Estate and Sustainable Development Chair

2012 – 2014  IAE Institut de Gestion de Rennes, Rennes, France
Master in Corporate Finance with honors
One-year Exchange Program in Guadalajara (Mexico)

2009 – 2012  Faculté des Sciences Economiques de Rennes 1, Rennes, France
Bachelor Degree in Economics and Corporate Management with honors

2007 – 2009  IFHOR, Bruz, France
High School Diploma in Hospitality and Catering

LANGUAGES AND TECHNOLOGY

Languages  French: native, English and Spanish: fluent
Computer skills  Advanced expertise in Excel, VBA, Word, PowerPoint. Basic knowledge in Html, CSS, Java, SQL, PHP

OTHER RELEVANT EXPERIENCE

Activities  Active member of the IMHI student association
Interests  Rugby, tennis, badminton, French gastronomy (participation in culinary competitions)
Certifications  AMF certification (Financial Markets Authority)
PROFESSIONAL EXPERIENCE

January 2016 – December 2017  
**GROUP COLISEE, Paris, France**  
Expanding key player in the private hospitalization sector that operates a network of nursing homes, rehabilitation clinics and home care services  
*Sales and Marketing Apprentice*  
• Consolidated, analyzed and monitored the company’s sales performance  
• Created new key indicators and management tools  
• Co-developed and implemented a home-made Customer Relationship Management program  
• Developed new innovative services offers and packages (digital and on-site)  
• Analyzed and adjusted the accommodation prices, regarding performance and concurrence  
• Maintained and developed the group’s and each establishment’s partnerships  
• Integrated newly acquisitioned or constructed establishments: professional network, commercial techniques training sessions and standards operations procedures  
• Participated in the creation of the new website: needs, objectives, content and layout  
• Elaborated communication supports (brochures, booklets, flyers, invitations)

April 2015 – January 2016  
**LE MEURICE, Paris, France**  
*Banquet and Restaurant hostess (extra)*  
• Welcomed guests and supervised the cloakroom  
• Co-managed reservations  
• Took part in the events set up

March 2014 – August 2014  
**Live! By GL Events, Paris, France**  
Event and digital communications consultancy agency  
*Business Development Assistant*  
• Prospected new corporate partners by anticipating potential needs & business opportunities  
• Co-managed current customers accounts: analyzed the activity and maintained the relationship  
• Followed-up tools for commercial monitoring purpose and decision support  
• Assisted in the development of the strategic plan: internal and external analysis to assess key competitive edges  
• Created a daily newsletter that identifies trendsetter ideas by benchmarking the event industry  
• Co-selected tenders and co-elaborated offers of the congress activity  
• Held the weekly reporting of the agency’s projects

June 2012 – August 2012  
**LOUIS VUITTON, Paris Champs-Elysées store, France**  
*Sales Assistant*  
• Followed a 3 day training program to learn sales techniques, policy of services and luxury codes for leather goods, ready-to-wear, shoes and accessories  
• Presented, advised and sold high-end products to an international and demanding clientele

EDUCATION

2015 - 2017  
**ESSEC Business School, Paris, France**  
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 - 2015  
**ESSEC Business School, Paris, France**  
Bachelor in Business Administration (AACSB-EQUIS accredited)  
*Thesis:* Economic & managerial impacts of a sustainable development strategy in the hotel industry  
6 month exchanges: Singapore Management University (Singapore), Keio University (Tokyo, Japan)

LANGUAGES AND TECHNOLOGY

Languages  
French: native, English: fluent, German: intermediate, Spanish & Japanese: basic

Computer skills  
Excel (VBA programming), Business Objects, Access, Photo and video editing tools

OTHER RELEVANT EXPERIENCE

Activities: Active member of student associations, volunteer for humanitarian missions (Vietnam) and at the Red Cross  
*Certifications:* Certification in Hotel Industry Analytics (CHIA)

Interests: Travels, running and photography
PROFESSIONAL EXPERIENCE

October 2015 – October 2017 | Disneyland Paris (Eurodisney SCA), Paris, FRANCE
Apprenticeship: Food Operations & Park Operations
Participated in the launch and development of several projects of optimization, concerning food operations and park attractions.

Labor Standards:
- Developed with a team of several departments a digital tool for the work scheduling to be optimized along with operational needs and requirements (concerning directly 1200 employees).

Operational Standards:
- Created the Operational Standards of several Restaurants, based on the different needs, standards and process of the locations.

Quality:
- Updated the “Service Keys”, the SOP of every line of business (Buffet, Table service, Counter service restaurants) to build a quality audit campaign.

Training:
- Developed with a team of several departments; software to follow up training and competencies of staff working on attractions.

March – August 2015 | Hotel CASTELBRAC*****, Dinard, FRANCE
Pre-opening and opening phase of the hotel (Grand opening on June 4th, 2015).

Food & Beverage Assistant Director
- Created and developed menus, along with the Chef and the beverage program: selected references, ordered supplies, managed inventory, budgeting, selling, created controlling tools with a 20 000€ envelope
- Recruited and trained the 22 people opening team (back & front, over 3 outlets)
- Selected and developed partnership with suppliers
- Controlled operational floor management, budget and objectives follow up

February 2014– February 2015 | Hotel AMERICANO, New York City, NY, USA
Lifestyle and luxury boutique hotel in the heart of Chelsea, Manhattan

Food & Beverage Manager
Operational Management:
- Trained and managed a team of 37 people (over 4 outlets)
- Developed the beverage program: wine training for staff, upselling behavior, controlled and ordered inventory, found new suppliers, negotiated prices
- Performed administrative follow up

EDUCATION

2015 – 2017 | ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2010 - 2013 | Institut Vatel Paris, France
Bachelor’s degree in International Hospitality Management

2009 – 2010 | Lycée St Denis, Loches, France
High School Diploma in Science, European Class

LANGUAGES AND TECHNOLOGY

Languages | French: native, English: fluent, Spanish: fluent
Computer skills | Website creation, MS Office (advanced excel), B2i, PMS, Mind Mapping

OTHER RELEVANT EXPERIENCE

Activities: Solidarity volunteering (Hiver Solidaire), Sports, Acting in a semi-professional theatre group.

Interests: Big mountain ski (high level), Wine & Spirits (Sommelier)

Certifications & Training: F&B Hygiene Referent, First Aid, B2i
PROFESSIONAL EXPERIENCE

April – Oct 2016  
La Barbacane restaurant, Hôtel de la Cité - MGallery by Sofitel, Carcassonne, France

Food & beverage manager assistant intern
- Assisted the manager in the day to day running of the restaurant and deputised in his absence
- Led, managed, trained and appraised new employees
- Created and implemented training processes and internal books of training
- Used software to monitor beverage stocks and document characteristics of inventory
- Identified customers' needs, responded proactively to all of their concerns and ensured an excellent level of service
- Designed and translated menus in collaboration with the Head Chef and created internal displays for the hotel

June – Dec 2014  
The Camelia Restaurant, South Lodge Hotel - Exclusive Hotels and Venues, England

Demi-chef de rang then promoted to Chef de rang
- Ensured a high level of service to customers from start to end including wine service and advice
- Collected payments in cash/credit card and performed the cash-out at the end of service
- Assisted the restaurant manager in scheduling the staff and participated to executive committee meetings
- Managed and trained commis on cheese knowledge and trolley service

May 2013 – May 2014  
Gravetye Manor, East Grinstead - Relais et Châteaux, England

Commis at the restaurant
- Ensured a high level of service to customers from start to end
- Managed the cheese trolley
- Ordered cheese and dry store products weekly

Intern at the bar
- Prepared cocktails and drinks

Oct 2012 – Feb 2013  
Hôtel Fouquet’s - Groupe Lucien Barrière, Paris, France

Intern at the quality department
- Worked on environmental impacts and assisted in obtaining the ISO 14001 certification
- Established and implemented cleaning schedules for kitchens, still rooms and pot wash areas
- Daily worked on feedbacks from customers to assess whether their requirements are met
- Supervised suppliers and staff and provided guidance and feedback on environmental practices via audits

2012-2013  
Chef de rang in Banqueting and Commis in starred restaurant ”Le Diane” (extra)
Housekeeping (Extras)

Summer 2012  
Best Western Hôtel Diva Opéra, Paris, France
Receptionist

Jan 2011 – March 2012  
Best Western Hôtel de la Poste, Troyes, France

Part time receptionist during weekends and school holidays

EDUCATION

2015-2017  
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2012-2013  
Centre de Management Hôtelier, Paris, France
European Bachelor in Hospitality Management (accreditation ECBE) (With Honors)

2010-2011  
Institut Universitaire de Technologies, Troyes, France
Two year degree specialized in Sales and Marketing (Valedictorian)

LANGUAGES AND TECHNOLOGY

Languages  

Technology  
Professional use of Microsoft office

OTHER RELEVANT EXPERIENCE

Teaching assistant in Competitive Strategic Intelligence at ESSEC
Member of student catering associations (IMHI Traiteur, the Lab)
Level 2 Award in Food Safety in Catering, Level 2 Award in Health and Safety
Received 3 Wow Awards at the Camelia Restaurant after very positive feedbacks from customers
Music: piano & singing, sport: badminton & volleyball
# PROFESSIONAL EXPERIENCE

<table>
<thead>
<tr>
<th>Period</th>
<th>Company/Location</th>
<th>Position</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| March - Sept. 2016 | PARIS-TOUJOURS, Paris, France          | Assistant Project Director| - Start up size enabling to work on all aspects of the business  
- Handled the E-Commerce side of the business  
  - It led to a growth in traffic on the website after a focus on Adwords and Natural Referencing (blog referrals & content)  
  - Conducted many sales & marketing missions, as a result:  
    - Created more than 50 tailored-made proposals for clients and followed more than 15 files to the sale  
    - Managed sales up to 20,000$  
- Explored new sources of business when the activity was struggling  
- Constantly sought for new partners to develop the network and enrich clients experiences |
| July 2014 – January 2015 | LA BIGOUDENE CAFÉ, Saint-Denis, France | Assistant Manager         | - Acted as Manager due to the restaurant size  
- Organized stocks and the daily supplies  
- Handled daily economic closure of the restaurant  
- Operated as a bartender and waiter |
| Nov. 2012 – May 2013 | NOVOTEL SANYUAN (306 rooms), Beijing, China | Assistant Food & Beverage Manager | - Managed stocks and supplies  
- Supervised cost control  
- Created new procedures for inventory processes  
- Operated at the bar and the restaurant |

# EDUCATION

<table>
<thead>
<tr>
<th>Year</th>
<th>Institution</th>
<th>Degree</th>
<th>Accreditation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013 - 2014</td>
<td>Brussels Business Institute (BBI), Brussels, Belgium</td>
<td>Bachelor in Hotel Management</td>
<td></td>
</tr>
<tr>
<td>2011 - 2013</td>
<td>VATEL, Brussels, Belgium</td>
<td>2 years in Hotel Management</td>
<td></td>
</tr>
</tbody>
</table>

# LANGUAGES AND TECHNOLOGY

<table>
<thead>
<tr>
<th>Languages</th>
<th>Computer skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>French: mother tongue, English: fluent, Italian: conversational</td>
<td>Proficient in Microsoft Office (Excel, Word, PowerPoint...)</td>
</tr>
</tbody>
</table>

# OTHER RELEVANT EXPERIENCE

<table>
<thead>
<tr>
<th>Activities</th>
<th>Interests</th>
<th>Certifications &amp; Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer for the organisation of concerts and musical events, practice of sports 4 times a week</td>
<td>E-Commerce, technology and innovation, gastronomy, marketing and publicity</td>
<td>2 to 4 weeks of training in different departments (room department, kitchen, reception, conciergerie...)</td>
</tr>
</tbody>
</table>
PROFESSIONAL EXPERIENCE

FRHI (Fairmont Raffles Hotels International) Hotels and Resorts, Dubai Regional Office  
Financial Analyst, Development, Middle East and Africa  
• Conducted market research for prospective projects.  
• Prepared business plans and forecasted pro-formas for new projects.  
• Co-ordinated with the revenue and the finance heads in order to validate the Pro-formas  
• Valuated long-term management contracts.  
• Prepared brand validation documents internally with top management.  
• Developed term sheets & initial proposals for new deals.  
• Created brand presentations for prospective owners and developers.

2013 - 2014  
The Westin Mumbai Garden City (269 Rooms, 5* Luxury Deluxe), Mumbai, India  
Account Manager, Catering Sales  
• Led a Catering sales team, which generated revenues to the tune of approximately USD 3,000,000 annually.  
• Forecasted monthly banquet revenue.  
• Managed events planning and sales for corporate and social clients.  
• Co-ordinated with the operations team for smooth functioning of the events.  
• Achieved a growth of 35% over last year in banquet revenues and 25% over budget for the financial year.  
• Fostered relationships with local corporate clientele looking to plan meetings and social events in order to exceed revenue goals.  
• Participated in daily business review meetings, pre-convention meetings, training and other catering sales related meetings as required.  
• Developed and maintained knowledge of market trends, competition and customers.  
• Achieved an increase of 25% in the APC for lunch and dinner events.

2011-2013  
JW Marriott Juhu (356 Rooms, 5* Luxury Deluxe), Mumbai 4, India  
Assistant Manager Events  
• Led the events team, which generated revenues to the tune of approximately USD 3,500,000 annually.  
• Identified operational challenges, was available to solve problems or suggest alternatives.  
• Ensured that events progressed seamlessly by following established procedures, collaborating with other employees and ensuring accuracy.  
• Ensured billing accuracy and conducted bill reviews with the clients prior to processing the final bill.  
• Managed group room blocks and meeting space for average to large-sized assigned groups.  
• Acted as a liaison between field sales person and the customer throughout the event process.  
• Solicited feedback from the customers to identify areas of improvement to enhance the event planners experience.  
• Achieved rank 2 amongst all JW Marriott hotels in Asia Pacific with respect to the Event Satisfaction scores.

2009-2011  
Marriott International  
Voyage – Marriott Management Training Program in Food and Beverage (Asia Pacific Region)  
Courtyard by Marriott, Chennai and JW Marriott, Juhu, Mumbai

EDUCATION

2015 – 2017  
ESSEC Business School, Paris, France  
MBA in Hospitality Management (AACSB-EQUIS accredited)

2005-2009  
Institute of Hotel Management – Aurangabad, Maharashtra, India  
BA (Honours) in Hotel Management

LANGUAGES AND TECHNOLOGY

Languages  
Hindi: native, English: fluent

Technology  
Microsoft Office, Micros, Opera.

OPERATIONAL INTERNSHIPS

• 3 months on the job training in operational departments at the Radisson SAS Hotel, Dubai Media City.  
• 6 months understudy in food and beverage department at the Radisson SAS Portman Hotel, London, UK.
Océane RIO
Oceane.rio@essec.edu
French

PROFESSIONAL EXPERIENCE

October 2017 – October 2015
GROUPE FLO – RED HIPPO, Paris, France
Major catering group running more than 300 restaurants in France

Assistant general manager in RED HIPPO

- Carried out periodic missions for Groupe Flo headquarters focused on the RED Hippo brand and performed daily managerial operations in the restaurant RED Hippo la Défense Paris
- Created and implemented menus by conceiving new recipes and redesigning procedures sheets
- Liaised with the 4 Red Hippo franchises: communicated on monthly sales studies and dealt with operational changes
- Recruited, hired, trained, assessed and managed a team of 12 staff members
- Conducted a service for 100 customers: organizing the team, meeting and greeting customers
- Increased revenue on starters and desserts by improving the price strategy

February–July 2015
Disneyworld, Orlando, United States of America

Cast member in Operation and Merchandise

- Provided outstanding international guest service by creating « Disney magical moments »

October 2013– July 2014
The Wet Fish, London, United Kingdom

Traditional British restaurant with 40 seats

Chef de partie

- Participated in the conception of daily offers
- Led and trained commis chefs and kitchen porters

Sept. 2011– July 2013
Holiday inn, Pessac, France

Traditional French restaurant with 150 seats

Commis chef, Chef de partie

EDUCATION

2015–2017
ESSEC Business School, Paris, France

MBA in Hospitality Management (AACSB-EQUIS accredited)

2014 - 2015
Business School Supdeco, La Rochelle, France

Bachelor in Tourism Management, validated with highest honors (AACSB accredited)

2008 – 2011
Ecole Hôtelière de Gascogne, Talence, France

Undergraduate diploma in Hospitality Management, with high honors

LANGUAGES AND TECHNOLOGY

Languages
French: native, English: fluent, Spanish: basics

Computer skills
Microsoft Office Suite including Word, Excel, PowerPoint

OTHER RELEVANT EXPERIENCE

Interests: fascinated by fantastic stories, I have represented the city of Bordeaux in the Warner Bros game “Harry Potter French Premier in your city”

Hobbies: member of IMHI Traiteur student association

Sport: self-defense, hip-hop, gymnastic
PROFESSIONAL EXPERIENCE

March – June 2015
FDM Management, Paris, France
Hotel Real Estate Investment Fund, 1.2 billion asset worth throughout Europe
Junior Finance Analyst
- Integrated two new hotel portfolios (125M€ and 850M€): closing process, business partners, organisation and process
- Asset Management:
  - Ensured cost optimization, cash-flow securing, compliance with brands standards
  - Compared hotel brands performances and contract terms to support current and future contract negotiation
  - Hotel valuations: compiled data and analysed valuation assumptions
- Reporting – Created and implemented reporting tools: budget, weekly and monthly business review, quarterly closing downstream and upstream, consolidations

January – June 2015
Radisson Blu Royal in Brussels, Belgium
Meetings & Event Sales Coordinator
- Received and processed meetings and events requests, investigated clients’ needs
- Negotiated meetings and events product to maximize customer satisfaction, departmental revenue optimization and profitability, forecasted to materialization potential
- Developed and established contracts and legal documents
- Organized events, briefed and supervised operational teams on site
- Reviewed event bills, approved payments and commission claims

July – December 2014
Radisson Blu Royal in Brussels, Belgium
Revenue Management Trainee
- Produced daily Pick-Up report, analysed and corrected the rate strategy in accordance to past data, competition, lead time, events etc.
- In charge of relations with all third parties websites (OTA) and tour operators
- Implemented 2016’s strategy and tools
- Maintained contacts with group reservation department and evaluated potential cancelation, decrease or no shows, as well as major confirmation to forecast
- Produced and analysed month end reports in comparison with N-1, forecast, budget

April – September 2013
Sofitel Royal Lagoon, Dongguan, China
Front of the House Management Trainee

April – September 2012
Plaza Athénée, Paris, France
Food and Beverage Trainee

EDUCATION

2015 – 2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)
Concentrations: Real Estate and Hotel Investment (1), Entrepreneurship (2)

2011 – 2014
Institut Paul Bocuse, Lyon, France
Bachelor Degree in Hospitality Management

2010 – 2011
TAFE Ultimo, Sydney, Australia
Certificate IV in Business (Distinction)

2010
Lycée du Grésivaudan Meylan, France
High School Diploma in science, with honours

LANGUAGES AND TECHNOLOGY

Languages
French: mother tongue - English: fluent - Spanish: intermediate

Computer skills
Pack office: Advanced (Excel, VBA, Word, PowerPoint)
PMS: Opera, Fidelio, Otix
Revenue Management Software: RateGain, EZYield, SNAP

OTHER RELEVANT INFORMATION

Certifications & Training:
Wine University of Suze La Rousse - Wine tasting methods and technical knowledge certificate

Timothee RIOM
Timothee.riom@essec.edu
Date of birth: 20th April 1991
Nationality: French
PROFESSIONAL EXPERIENCE

April – Sept 2016  
Hôtel Mandarin Oriental *****, Paris, France  
(Member of Mandarin Oriental Hotel group)  
Assistant Revenue Manager  
• Created a new program and new process in order to implement SPA revenue management  
• Elaborated the budget 2016  
• Took part in the hotel strategic positioning and managed e-distribution accordingly  
• Prepared the daily, weekly and monthly reports to be analyzed  
• Activated the restrictions in the system in order to maximize the hotel revenue  
• Analyzed the effect of the terrorist attack on the Paris market and wrote a report to be analyzed by GM and HQ.

January – August 2015  
Ritz Carlton Hotel *****, Montreal, Canada  
(Member of Boulud Restaurant, member of Marriott group)  
Assistant director, Food and Beverage  
• Implemented procedures and action plans  
• In charge of the breakfast service (thus an implementation of a new organization)  
• Managed inventory and budget for new tableware  
• Created and organized cooking classes (competitive study, business plan, marketing plan)

October – December 2014  
ZOILO, London, United Kingdom  
(Fine dining Argentinian restaurant, member of Malevo group)  
Head-Waiter  
• Took orders, provided service to customers

Dec 2012 - May 2013  
Royal Garden Hotel *****, London, United Kingdom  
(Fine dining Chinese restaurant, member of Goodwood Hotels group)  
Head-Waiter  
• Took orders, provided service to customers, trained staff

Nov 2011 – April 2012  
Hôtel Le Bristol *****, Paris, France  
(Member of Oetker Collection)  
Assistant Amenities Service and Room Service/Commis in Epicure Restaurant *** Michelin Stars  
• Additional extra work in all F&B outlets (2013-2015)

2006 -2011  
Milan & Sallard, Paris, France  
Part time job  
(Catering and events department, family business)  
Chef commis and waiter for events

EDUCATION

2015– 2017  
ESSEC Business School, Paris, France  
MBA in Hospitality Management (AACSB-EQUIS accredited)

2011 - 2014  
Institut Vatel, Paris, France  
Bachelor Degree in Hospitality Management

2008 – 2011  
Lycée Notre-Dame de Boulogne  
High School Diploma (Business Administration Hospitality Industry- Accounting and Corporate finance track)

LANGUAGES AND TECHNOLOGY

Languages  
French and Japanese: mother tongues, English: fluent

Computer skills  
Advanced Excel and VBA, Opera, IDEAS, Springer Miller, Delphi, Spa Soft, Datavision

OTHER RELEVANT EXPERIENCE

Elisa SCHIESS  
elisa.schiess@essec.edu  
French

PROFESSIONAL EXPERIENCE

Nov. 2015 – Today  
**ACCORHOTELS Headquarters, Paris, France**
Assistant PMO (Project Management Office), Global Sales B2B
Accomplished transversal projects by interacting with sales offices located in 45 regions
- Co-facilitated the development of a unique worldwide sales learning experience journey reaching out 3700 key account managers and hotels sales forces
- Implemented global KPIs on Salesforce CRM for 700 sales account managers worldwide
- Organized the integration of Fairmont, Raffles, Swissôtel remote salesforces (100 employees)
- Promoted social selling performance: increased Global Sales social selling index score of 30 %
- Coordinated internal & external business events within 15 countries
- Directed communication plans and created 5 videos (SPOC, interviews, promotional videos)

**CHATEAU ELAN WINERY AND RESORT, Braselton GA, US**
(276 rooms, conference centre 2300m², winery, spa boutique hotel 14 rooms)
Guest relation, spa boutique hotel
Established professional and high class guest service experience
- Scheduled and prioritized work of housekeeping, bellman and spa front office
- Planned and supervised spa group events with up to 30 treatments simultaneously
- Solved guest complaints and ensured customers follow up

Jan. – April 2014  
**THE HOTEL. 4*, Brussels, Belgium**
(Ex. Hilton 421 rooms, conference 1700m², reopened as an independent after full refurbishment)
Sales executive trainee
Conducted prospection actions and qualifications for MICE and corporate accounts
- Analysed competitive set: pricing strategy, competitors’ hotel site, competitor’s contracts
- Conducted site inspection, cold calling and networking events

**RESTAURANT LE 1741, 1 Etoile Michelin, Strasbourg, France**
Chef de rang, waitress
Provided luxury customer service through teamwork for up to 50 customers

**SOFITEL LUXEMBOURG EUROPE 5*, Luxembourg, Luxembourg**
(109 rooms and conference center 500 m²)
Reservation agent
Handled individual and group booking from quotation to payment
- Drove optimization of the reservation department to match with Sofitel brand luxury statement

EDUCATION

2015– 2017  
**ESSEC Business School, Paris, France**
MBA in Hospitality Management (AACSB-EQUIS accredited)

2013 - 2014  
**Ecole Supérieure Internationale de Savignac, Savignac-les-Eglises, France**
Bachelor degree in International Hospitality Management

2010 – 2013  
**Lycée d’Hôtellerie et de Tourisme Alexandre-Dumas, Strasbourg, France & Dublin, Ireland**
Undergraduate diploma in hospitality management with major in marketing and accounting

2008 - 2010  
**Lycée Stanislas, Wissembourg, France**
High School Diploma in Science with major in maths

LANGUAGES AND TECHNOLOGY

Languages
- **French**: native language, **English**: fluent, **German**: High understanding skills

IT skills
- Microsoft Office pro-efficiency: excel advanced functions including VBA, HTML notions, Salesforce
- LinkedIn Sales Navigator management tool. At ease with online creation tools: eg. Explee, Piktochart

OTHER RELEVANT EXPERIENCE

Activities
- AccorHotels students’ ambassador, pro-active in IMHI traiteur association and BDE communication

Interests
- **Sports**: running (semi-marathon 2017), **Travelling**: US (1 year), Ireland (6 months), Germany (Au Pair)
PROFESSIONAL EXPERIENCE

April – Sept 2016  ZURI ZANZIBAR HOTEL & RESORT Design Hotels, Prague (Czech Republic) & Zanzibar (Tanzania)  
RSJ PRIVATE EQUITY (Investment Fund)  
Pre-Opening Analyst  
- Sept 2016 – April 2017: Pre-opening Analyst (15h/week)  
- Marketing: searched, completed and analysed the competitor analysis & marketing plan  
- Real Estate: P&L and Due Diligence analysis for hotels acquisition process  
- Operations: worked closely with the GM to build the budgets, OSE list and procedures  
- Revenue Management: worked closely with the Revenue Manager to build a pricing strategy  
- In charge of the SPG Membership agreement contract  
- Followed-up projects on site: amenities proposals, educational programs, ecological projects

Nov 2013 – May 2014  HOTEL LE PLAZA, Brussels, Belgium  
Independent 4-star Hotel: Royal Warrant Holder of the Belgian royal family  
Sales Coordinator (Groups & Event)  
- Organized events (seminars, congresses) for international companies (20-200 pax, 2-20 K€)  
- Actively participated in the department’s budget for weekly meetings  
- Prepared and analysed forecasts on a daily, weekly and annual basis  
- Managed contracts from A to Z (Analysed Demand and prepared offers while fully respecting profit maximisation and customer satisfaction)  
- Worked closely with the Revenue Manager (KPIs analysis, market studies, PMS)

Dec 2012 – April 2013  HOTEL LE BRISTOL, Paris, France  
5-star Hotel, Oetker Collection  
Floor and Public Area Supervisor  
- Cross-trained in the Housekeeping Department (Reception, Concierge, Laundry, Florist)  
- Spearheaded a full floor (Team of ~8 persons for 20 rooms and suites)  
- Fully in charge of all the public area for two weeks: In charge of the respect of LQA standards and the good running of the day, through the entire hotel (restaurants, bar, lobby, spa)  
- Supervised the furnishing of a refurbished floor (Logistics, Inventory, re-opening)

July 2011  BALLYMALOE HOUSE, Cork, Ireland: Family Hotel - Administrative and Event Assistant  
Feb 2010  LA MIRANDE, Avignon, France: Five-star Hotel - Receptionist & Assistant in several departments

EDUCATION

2015– Jul 2017  ESSEC Business School, Paris, France  
MBA in Hospitality Management (AACSB-EQUIS accredited)

2012– 2015  VATEL, Paris, France  
Bachelor’s Degree in International Hotel Management (graduated with honours)

LANGUAGES AND TECHNOLOGY

Languages  

Technology  
Advanced in Excel, Word, PowerPoint, Access, Project.  PMS (Fidelio, Opera) STR Report

OTHER RELEVANT EXPERIENCE

Other Jobs  
LE BON MARCHE, Paris (July 2015) : Guest Relations

Travels  
Visited more than 30 countries (Europe, USA, Africa, Australia, Asia)
Lived 5 years in Ipoh, Malaysia
Communication manager of the French archaeological mission in Saqqara (Egypt)

Humanitarian  
Humanitarian trip in Kolkata: Fundraising for a social micro-credit organization

Sports  
Classical dance (13 years), swimming

Interest  
Discovering new places (restaurants, shops, escape games), cooking, going to the theatre, travelling
PROFESSIONAL EXPERIENCE

Oct. 2015 - Sept. 2017  
**BNP Paribas Real Estate Hotels, Paris, France**  
Valuation & Consulting Company  
*Junior Analyst*  
- Analysed contracts/agreements (franchise, management, lease) and operational income statements  
- Prepared market studies on national and international scales for both public and private purposes  
- Contributed to the valuation of hotel assets (single assets and portfolios)

Sept. 2014 - March 2015  
**Pullman Bali Legian Nirwana, Bali, Indonesia**  
4-star hotel, 351 guestrooms  
*Guest Experience Management Trainee*  
- Conducted monthly hotel executive meetings to present customer satisfaction results/feedback  
- Elaborated a four-month action plan to implement the new Pullman brand standards  
- Revised the customer experience journey and overcome brand audit by +2.3 points (82.3% in 2015)

January - March 2014  
**Sofitel Bali Nusa Dua Beach Resort (post-opening), Bali, Indonesia**  
5-star hotel, 415 guestrooms, opened end of December 2013  
*Front Office Management Trainee*  
- Duty Manager position: dealing with guests’ complaints and post-opening issues  
- Supervised the TSA incentive programme’s implementation  
- Revised and controlled Sofitel brand standards’ implementation within the Front Office department

March 2012 - July 2013  
**Macdonald Alveston Manor Hotel, Stratford-upon-Avon, Great Britain**  
4-star hotel, 113 guestrooms  
*Receptionist, then Duty Manager*  
- Dealt with wedding enquiries with the Event Manager: visits, questions/answers, proposals  
- Awarded Receptionist of the year 2012 within Macdonald hotel group

March 2012 - July 2013  
**Greene King The Bell, Stratford-upon-Avon, Great Britain**  
Traditional English Pub  
*Polyvalent Barmaid*  
- Developed rigorous, organisational and customer service skills

EDUCATION

2015 – 2017  
**ESSEC Business School, Paris, France**  
MBA in International Hospitality Management (AACSB-EQUIS credits) focused on real estate/finance

2013 – 2014  
**Ecole Supérieure et Internationale de Savignac, Savignac-les-Eglises, France**  
Bachelor in International Hospitality Management

2011 – 2013  
**University of West London, Stratford-upon-Avon, Great Britain**  
Foundation Degree in Hospitality Management

2008 – 2011  
**Lycée Polyvalent Pape Clément, Pessac, France**  
High School Diploma in Economics – with high honours

LANGUAGES & IT

Languages  
French: mother tongue, English: fluent, Italian: limited competencies (writing and speaking)

IT  
Microsoft Office (Word, Excel, PowerPoint): advanced level  
Opera PMS (reception, reservation): advanced level

OTHER RELEVANT EXPERIENCE

Charity actions against poverty: Oxfam Trail walker 2017  
Running: half-marathon (1h46), Paris marathon 2017 and selected Adidas Runners Paris 2017  
Equestrian junior French championships: selected four times (from 2008 to 2011)
PROFESSIONAL EXPERIENCE

2016
5 months
Horwath HTL Beijing Office, China
Global leading hotel, tourism and leisure consultancy
Research Analyst Intern
• Assisted consultants with research hotel markets, economic data and tourism statistics
• Engaged in feasibility studies including site visits, field interviews, data collection, analysis and evaluation of research findings, preparation of financial projections, report writing and wrap-up
• Compiled data, validated data accuracy and generated preliminary analysis for China Hotel Industry Study 2016, which consists of operational and financial data from more than 800 hotels across China
• Initiated two quarterly reports of China’s hotel pipeline: China Hotel Newly Deals Signed Report and China New Opened Hotel Report
• Reconstructed and systematized HR system for Horwath HTL Beijing office under the guidance of company director

2014
6 months
The Westin Guangzhou, Guangzhou, China
A five-star hotel of Starwood, 446 guest rooms, DOR 75%
Front Office intern
• Handled daily front desk routines and was empowered to manage Executive Lounge when the manager was absent
• Coordinated with F&B department to ensure food and beverage were well supplied in The Executive Lounge, followed up guests’ satisfaction reports
• Participated as room controller, prepared daily VIP arrival reports, ensured VIP rooms were well assigned and prepared

2013
5 months
Jiva Hill Park Hotel, 5*Relais & Chateaux, Crozet, France
Food & Beverage intern
• Evolved in all F&B outlets: Bar, Gastronomic restaurant, room service and banquet
• Took orders and provided suggestion about menu choice
• Broadened knowledge about French cuisine and beverages
• Developed skills about delivering a five-star service while working under pressure

EDUCATION

2015–2017
ESSEC Business School, Paris, France
MBA in Hospitality Management (AACSB-EQUIS accredited)

2016
Peking University, Beijing, China
Guanghua School of Management, International MBA exchange program with ESSEC Business School

2012-2015
Vatel International Business School, Nimes, France
Bachelor degree in International Hospitality and Tourism Management

LANGUAGES AND TECHNOLOGY
Languages
Mandarin, Cantonese: native speaker; English: fluent; French: intermediate
Technology
Microsoft office software (Word, Excel, PowerPoint); Opera PMS system
Contacts

Geneviève Danten
Tel. +33 (0)1 34 43 31 72
danten@essec.edu