

Jenna LUCAS

Age: 31
French nationality
Working Holiday Visa
International Driving Licence
Availability: Now

CONTACT



PHONE

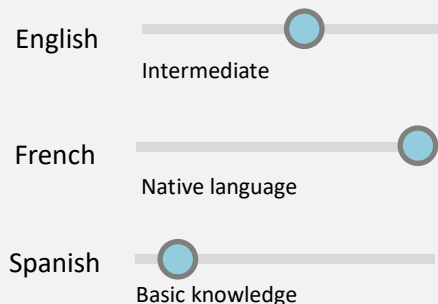
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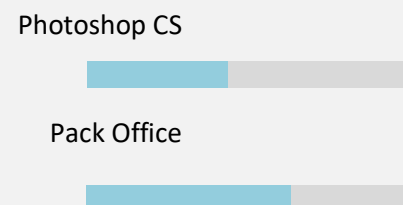
EMAIL

jenna.lucas88@gmail.com

LANGUAGES



COMPETENCES



PERSONNAL PROFILE

Reliable, highly motivated and hard worker, I am a 31 years old French girl looking for a job.

I enjoy new challenges and am comfortable with the idea of learning by myself or with a team.

I adapt easily and quickly to a new environment and I like to get some new experiences.



SKILLS AND KEY STRENGHT

- Customer service and organizational skills
- Ability to work in groups and adapt to work demands
- Ability to absorb volumes of information in short spaces of time
- Attention to details
- Autonomously
- Fit and prepare to hard work



EXPERIENCES SUMMARY

- **March 2020:** Manufacturer's Employee – SPC Factory– Shepparton, Victoria
- **February 2020:** Volunteer – BlazeAid– Ensay, Victoria
- **December 2019 – January 2020:** Cherries Picker & Packer – Bishop Orchards – Basket Range, South Australia
- **March – September 2019:** Sales Assistant – Apside – Rennes, France
- **September 2018 – March 2019:** Sales Assistant – Médialex – Rennes, France
- **4 June – 23 June 2018:** Packer – Crasborn Apple Packhouse – Hastings, New Zealand
- **26 May – 1 June 2018:** HelpX – Wellington, New Zealand
- **16 April – 11 May 2018:** Mandarins Picker – Bell's Farm - Kaitaia, New Zealand
- **December 2017 – April 2018:** Housekeeper / Waitress – Koura Bay Resort – Kaikoura, New Zealand
- **March – June 2017:** Sales Assistant - Fastnet Reseau et Telecom – Nantes, France
- **March 2014 – 2017:** Sales Assistant of domain names – SafeBrands – Marseille, France
- **January 2012 – 2014:** Bank's Client Advisor – Banque Populaire de l'Ouest – Rennes, France
- **September 2010 – 2011:** Bank's Client Advisor in intership – Crédit Agricole – Montauban, France
- **April 2010 – August 2010:** Front counter and Drive-Thru – Mc Donald's – Bréal-sous-Montfort



PROFESSIONAL EXPERIENCES

March 2020
Shepparton, Victoria

SPC FACTORY – Manufacturer’s Employee

Working in a famous manufacturer of fruits and vegetables for packing (Purée, cans...), sorting peaches on conveyor belt and cleaning the area/machineries.

23 – 29 February 2020
Ensay, Victoria

BLAZE AID – Volunteer

Helping in a basecamp : pulling out fences, clearing of debris, doing new fences.

December 2019 – January 2020
Basket Range, South Australia

BISHOP ORCHARDS – Cherries Picker & Packer

Working in a shed for packing cherries (sorting, grading, cleaning) and picking them during some mornings.

March – September 2019
Rennes, France

APSIDE – Sales and administrative Assistant

Working in an engineering services company:

- **Personnel management**: travel arrangements and treatment of expense claims. Implement salary increases, exceptional bonus agreements, change in the status. Approval of leave, monitoring work stoppages. Appointment for a medical examination. Managing health insurance coverage/complementary health insurance.

- **Accounting**: pay-slip verification and approval, printing and mailing.

Invoice processing (request of approval), send to the accounting department.

- **Billing management (monthly)**: control of activity reports, entering invoices, managing billing differences, determining earning vacation leave and Lunch Vouchers. Prepare final payment (the balance of any accounts) and other mandatory documents.

- **Paper work**: contract drafting, file creation, request of documents, URSSAF declaration.

- **Customer management**: customer contracts and amendments drafting, order processing and tracking. Printing and mailing customer invoices.

Managing day to-day incoming and outgoing postal mail.

November 2018 – March 2019
Rennes, France

MEDIALEX – Sales Assistant

Service of dematerialization : entering Public tenders on the platform website, following up, checking online visibility until the end, dealing with the computer problems.

Ongoing telephone support with communities, providing advices about Public Procurement Law. Invoicing management.

June 2018
Hastings, New Zealand

CRASBORN APPLE PACKHOUSE – Packer

Working in a factory as a Packer during 9 hours per days.

Being kind to the fruit while ensuring it is packed to meet the most exacting standards of customers worldwide.

16 April – 11 May 2018
Kaitaia, New Zealand

BELL’S FARM – Mandarins Picker

Working in a big farm for picking mandarins during 8 hours per days.

Picking mandarins using pruner, being kind to the fruit while ensuring it is ripe with a nice color.

December 2017 – April 2018
Kaikoura, New Zealand

KOURA BAY LODGE – Housekeeper / Waitress

My duties and responsibilities included :

- **In the role of Housekeeper:** cleaning guest rooms, changing the linens and making beds properly, changing towels, cleaning lavatories, bath, sink... Washing woodwork, windows and doors panels.

Ensuring all rooms are cared : creating a clean and safe environment for all.
Maintaining the stocking levels of all point-of-sales and consumables.

- **In the role of Waitress** (Service of breakfast and dinner):

Welcoming customers, escort to their tables.

Presenting food/beverages information or menus to customers.

Taking orders. Prepare hot or cold beverages. Service of drinks and meals.

Check with customers to ensure that they are enjoying their meals.

Remove dishes and glasses from tables or counters, tidying and cleaning.

Cleaning food service areas and arrange tables.

Collecting payments from customers.

- **In the role of Hotel receptionist:**

Completing procedures when guests arrive and leave (check-in / check-out).

Managing guest requests in a timely and efficient manner ;

Giving guest information on room prices.

Managing booking for the golf course.

March – June 2017
Nantes, France

FASTNET RESEAU ET TELECOM – Sales Assistant

Front office customer service, incoming calls, administrative management, incident management.

March 2014 – 2017
Marseille, France

SAFEBRANDS – Sales Assistant of Domain names

Domain names management: registration, transfers, technicals modifications (changes in zone files), SSL Certificates.

Front office customer service, administrative management, advices, management of major accounts customers, follow-up of the Client Relationship.

Front office customer service, incoming calls, administrative management, incident management.

January 2012 – March 2014
Rennes, France

BANQUE POPULAIRE DE L'OUEST – Bank's Client Advisor

Daily banking: deposit, withdrawals, transfers, customers approach.

Administrative and commercial management.

Client meetings.

Executive Assistant of claims : Process the customers claims: receipt, claim entry in the database, demand analysis, decision making, send answer to customers.

September 2010 – 2011
Rennes, France

CREDIT AGRICOLE – Bank's Client Advisor in intership

Daily banking. Booking appointment for the Financial advisors.

Project management.

April 2010 – August 2010
Bréal sous Montfort, France

MC DONALD'S – Front counter and Drive-Thru

Meet and interact with hundreds of people every day. As the face of McDonald's, I got to serve each of our customers with "good food, fast", and make sure that they always walk away satisfied. Working on Drive-Thru: I was in charge of keeping our Drive-Thru a well-oiled machine; it's a fast-paced job.

2010 – 2011
Quimper, France

2008 – 2009
Laval, France

2006 – 2008
Rennes, France

2006
Montfort sur Meu, France



EDUCATION AND TRAININGS

Bachelor's degree in Bank and Insurance in apprenticeship
(Licence Commercialisation de Produits et Services Bancaires)
CFA de Quimper – France

Bachelor's level in Conception and Realization of Multimedia Products
(Licence Conception Multimedia)
IUT de Laval – France

Higher National Certificate / Senior Technician degree
(BTS Management des Unités Commerciales)
Lycée René Descartes – France

High School Diploma in STT
Lycée René Cassin – France



HOBBIES AND INTERESTS

Multimedia creations (montage of pictures and videos)

Travels: Europe, New Zealand, Japan, Pacific Islands

Ski and snowboard



VOLUNTARY ACTIVITIES

February 2020: BlazeAid

October 2017: HelpX, Whangarei, New Zealand

May 2018: HelpX, Wellington, New Zealand



REFERENCES

Loretta Sullivan – BlazeAid
BlazeAid camp coordinator, Ensay, Victoria
[0414 516 334](tel:0414516334)

Geoffrey Bishop – Bishop Orchard
Manager, Basket Range, South Australia
gcbishop@westnet.com.au / [0468 345 025](tel:0468345025)

Vivian van den Bosch and Maud Jumelle - Koura Bay Lodge
Chef and owner, Kaikoura, New Zealand.
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