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PROFILE

CIPD, Level 5 Diploma in Learning and Development
M.A. Degree in Applied Linguistics and Teaching English as a Foreign Language (Merit)

Passionate about people's learning and development in advocating long-life learning, I have extensive experience in both the private sector (formerly as self-employed or currently as corporate employee) and in the public sector. I have, throughout my professional career, broadened interpersonal and communication skills, enhanced business acumen, identified a talent for performing under pressure in a timely, accurate and efficient manner within the field of management industry. I am an expert in delivering, facilitating and coaching.
I have extensive cultural awareness and proficiency in two languages (English and French). In addition, I was granted the status of Indefinite Leave to remain in the United-Kingdom.

KEY SKILLS

- Coaching
- Communication
- Cultural awareness and diversity
- Curriculum development
- Customer service
- Decision making
- E-Learning
- Foreign languages (French: mother tongue, English: native proficiency, German: A-Level (grade A) and German for Business, Chinese Mandarin (grade A)
- HTLM proficient
- IT proficient
- Knowledge of learning principles, methodologies and experience using a training design and development process
- Lecturing
- Long-life learning
- Management
- Open-mindedness
- Organisational skills
- Strong analytical skills
- Training & development

QUALIFICATIONS

- **CIPD Level 5 Diploma in Learning and Development-** 2020
- **MA in Applied Linguistics and Teaching English as a Foreign Language (Merit)** - Portsmouth University- 2009
- **Trinity TESOL Certificate** at Guildford College – UK - 2006
- **Certificate in Education** – Portsmouth University – UK - 2000
- **B.A. Degree in English**- Angers University – France - 1995
- **Diploma of Business English-** Franco-British Chamber of Commerce - 1994
- **Undergraduate Diploma in Chinese Mandarin** – Angers University- France - 1993
- **American Graduation** – Maine – USA - 1989
- **Baccalauréat** – Lettres-Langues – France- 1988

CAREER

Online Training Creative Editor
SkillGate_ UK **May 2021 to date**

- create and edite corporate online training content materials for the customer's LMS system
- ensure customers acquire the correct knowledge, training, skills and competences to achieve success in alignment with the clients' product whilst expanding their usage
- collate and analyse information from a variety of resources and subject matter experts to design effective, engaging and straightforward fit for purpose training content
- develop a mix of learning content to support different learning approaches
- assess effectiveness and determine the impact of training courses on customer success and product usage with a view to continually improve the effectiveness of the portfolio of courses.
- develop customer support with online requests and maintain relationship with clients

Trainer _ global professional in-house field operations in a contact centre
CxLoyalty_ Portsmouth site **January 2017 to April 2021**
(RFL: redundancy due to Covid-19 pandemic)

- understand the technical process and training needs of the business and design/deliver learning and development solutions that enable people to learn and implement the knowledge, skills and behaviours required in the financial services, retail, travel, and telecom industries,
- improve performance management process via the implementation of SMART goals and objectives
- leading 1-to-1 coaching session in alignment to the GROW technique
- support the business area represented, ensuring that their people have the technical and system skills required to be effective in their role
- review and update training materials to meet the business requirements
- support the agents' learning process in conducting desk-side and one-to-one academy and coaching sessions
- maintain business capability, continuity and performance by training and up-skilling the team
- lead by example, demonstrating the skills, knowledge and behaviours expected to be seen within co-workers
- review processes and provide support and expertise to relevant business areas
- create and maintain good working relationships with the stakeholders within the business (on-site and world-wide)
- provide support and knowledge on effectively learning plans
- assist, support and participate in new projects such as the migration of knowledge of skills and competence across multiple sites based in the UK and overseas. Worked closely with clients with the banking, packaging, web loyalty and online web chat sectors
- literate in LMS systems and share point to complete administrative tasks
- in-house HR trained for the recruitment process of new hires
- fire marshal trained

Sales and Marketing Officer
Portsmouth English Language School **February – December 2016**
(RFL: school suffering financial difficulties)

- involved in the recruitment process of overseas students by means developing a database of new agents whilst maintaining the network of existing ones
- researched and evaluated new markets, designed, launched and analysed the data of the marketing campaigns
- responsible for all the stages implying the admission procedures for the prospective international students

EFL Co-ordinator
Highbury College Portsmouth **April 2014 to January 2016**
(RFL: started new position at PELS)

- built-up from scratch and developed the provisions for the English Language School (EFL)
- involved in a variety of professional competences such as lecturing, designing the English Language (EFL) programmes, managing the data base of current UK-based and international agents, promoting EFL and International programmes in attending UK-based and world-wide recruitment fairs
- associated with the marketing aspect of the department implying the identification of the targeted markets world-wide in engaging new agents and enrolling international students to the best-suited programme to meet their specific needs, may it be in an EFL programme (General English, IELTS, Vocational Study - EFL with a vocational unit) or an A-Level, a study year, a foundation degree programme or an HNC degree
- facilitated Skills for Life and ESOL courses

Lecturer in English as a Foreign Language
LSI Portsmouth **March 2010 to April 2014**
(RFL: started my new position at Highbury College)

- EFL courses- General English and IELTS, from complete Beginners to Advanced levels- facilitated to international mature students

Freelance Lecturer in French and German for Business
Owner of Corpolangues **May 2007 to September 2010**
(RFL: economic crisis)

- Facilitated in-company language training, 1-to-1 or in groups
  COLAS (Bouygues group), EADS, Brittany Ferries, Rolls-Royce Motors Cars Company

Head of French and part-time courses provision
South Downs College - UK. **Jan 2001 to December 2006**
(RFL: internal restructuration)

- Led a team of 13 part time colleagues teaching 9 Modern Foreign Languages (Chinese Mandarin, French, German, Italian, Japanese, Polish, Russian Spanish and Turkish) to part-time mature students
- Managed a team of 4 lecturers teaching full time classes (2 for the French Department, 1 for the Spanish Department and 1 for the German Department).
- Taught A-Level French classes

Part-time Lecturer in French **Sept 1996 – Dec 2000**
South Downs College, Fareham College, LSI (Learning Specialist International) - Portsmouth

(RFL: internal promotion at South Downs College)