

# CELIA PONTIF

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## EXPERIENCE

**FROM AUGUST 2018 – TO OCTOBER 2020**

**AU PAIR, CULTURAL CARE**

Responsible for the care of kids from ages 2 to 13. I would help them get up in the morning, prepare them breakfast. I dropped them off at school, picked them up in the afternoon and drove them to their activities. I helped assist them with homework as well as cook lunch and dinner.

**FROM DECEMBER 2017 – TO JANUARY 2018**

**RECEPTIONIST INTERNSHIP, VILLAGE PIERRE & VACANCES**

Front desk tasks, welcoming people, check-in/check-out.

**FROM JULY 2017 – TO AUGUST 2017**

**ACTIVITY LEADER, BELAMBRA CLUBS**

Responsible for the care of kids from ages 3 to 5. I would do activities with them during the day. I would also do shows with my team (dance, games) to entertain the guests during the evening/night.

**FROM MAY 2017 – TO JUNE 2017**

**RECEPTIONIST INTERNSHIP, BELAMBRA CLUBS**

Responsible to welcome customers on their arrival and ensure the smooth running of their stay until their departure in accordance with the service standards. Give information about the establishment and its tourist environment, and respond to their requests. Responsible for the customer service, answering the phone. Answer customer's need/complains.

**FROM JANUARY 2017 – TO FEBRUARY 2017**

**TRAVEL AGENCY INTERNSHIP, AMPLITUDES TOULOUSE**

Research on customer's destinations. Create templates for customer's travel diaries.

## EDUCATION

**JUNE 2018**

**TOURISM HIGHER NATIONAL DIPLOMA, FRANCE**

**JULY 2016**

**HIGH SCHOOL DIPLOMA, FRANCE**

## SKILLS

- Fluent in French and English  
Proficient in Spanish
- Good interpersonal skills
- Good at adapting to new situations
- Proficient in Microsoft Office
- Video and photo editing

## ACTIVITIES/HOBBIES

 Travel

 Visual arts