



Paschaline Uwanuakwa

A committed, valuable & result driven individual with years of experience in Business Operations, Customer Support etc

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Languages

English

Igbo

french

About

Dedicated, multilingual and result oriented individual with longing interest in administrative and management sector, shipping and transportation industry as well as Logistics and supply chain. I am an ardent learner with excellent communication and execution skills. I am committed on activities that increased several areas of my working environment as well as strive for excellence, have a cooperative spirit, compassionate and enjoy working in a fast paced environment where getting things done is a high priority.

I have a accumulated years of work experience across administrative, Logistics and shipping sector. I started as a Reach Stacker operator (RS) and proceeded to Rubber Tyre Gantry (RTG) operator and cargo supervisor. During this process, I accumulated a lot of skills which have sharpened my communication skills, business knowledge, time management and analytical mind skills while working on tasks. Also, My strength lies in my ability to learn as I work, I am always ready to learn about new spaces and industries that I am yet to be familiar with which requires paying attention to details, organizational skills, accountability and empathy.

I am currently undergoing my MSc program in International Business to develop my skills in an international environment and I am currently looking towards Procurement, Logistics and supply chain or the shipping industry at large as well as Marketing and Administrative sectors. I am very zealous about the success of moving goods from one location to the other, gender equality, project management, poverty alleviation and voluntary services.

My technical skills and expertise are; Communication skills which includes interpersonal communication, Client relationship and management, problem solving skills, analytical skills, negotiation, project management, Microsoft excel and power point presentation and community services and engagement.

BRANDS WORKED WITH

APM Terminals

HD AquaEarth Consulting Limited

House of Jolie

Jules Tannery (Fashion Home)

LE SELECT STRASBOURG

MAGENTA RESIDENTIAL

Nissan Motor Corporation

Pôle Léonard de Vinci

Sharon Nursery and Primary School

Experience

● Assistant Manager

LE SELECT STRASBOURG | Sep 2023 - Now

- Resolving customers' questions, build customers' loyalty by providing adequate and detailed information and solution.

- Working as a first point of contact for customers, as well as further inform them about our menu and products.

- Updating, creating and editing content ms across various social media channels, taking orders and engaging with followers and potential customers.

- Selecting, developing, managing and overseeing inventory ordering processes, in order to create maximum profit.

● Customer Service Agent - UK Market

Nissan Motor Corporation | Aug 2023 - Sep 2023

-Worked as the first point of contact for customers and to further inform them about the procedures and steps to follow.

-Managed customer's complaints, identify, investigate, analyze, and re-

spond to their needs.

-Followed designed and mapped out plans as well as meet objectives.

-Met objectives by codifying and monitoring tasks, cases and complaints on salesforce database.

-Built customer loyalty by providing adequate and detailed information as well as solution.

-Carefully gathered feedbacks to further guide, improve and define the product roadmap.

-constant used of tools to ensure third party companies are efficiently working towards improving Business processes.

-Managed incoming calls, live online chats, professional emails and web forms.

-Handled questions related to warranty, goodwill, dealership locations, cars etc.

● **Business Developer International Admission**

Pôle Léonard de Vinci | Jul 2022 - Jan 2023

-Worked with the Director of International Business Development to meet objectives in terms of quality, number, and diversity of candidates enrollment.

-Managed E-mails which involves the tracking and responding to emails in a streamlined and efficient manner.

-Application and document verification.

-Drafted created and reviewed contents for the school's brochure, emailing list and website, making sure it aligns with its mission, vision and goals as well as respond to applicants' queries.

-Participated in meetings with different delegates from different regions.

-Carried out benchmark on the school's competitors as well as proffering possible solutions.

-Organized and anchored recruitment and open day events of prospective students.

-Engaged in cold calling and candidate follow up.

-Assisted in facilitated the enrollment of qualified international students into different programmes.

-Providedsupport for prospective students/ applicants prior their journey, during and after admission.

-Ensured maximum applications in line with targets.

-Attended and organized online and local events, webinars and conferences.

-Shared and built relationship with English and French speaking leads and applicants.

-Ensured data entries, calls and mails were well carried out.

● **Founder (Entrepreneurship)**

House of Jolie | May 2018 - Sep 2021

-Generated sales leads through business directories, clients' referrals and demonstration of brand knowledge, promotions and marketing.

-Managed customer service (addressed customers complaints and doubt), logistics and supply chain.

-Generated average year on year increase in revenue of €3000, in total of €9000 from 2018-2021.

-Participated in the daily operations, planning and strategies.

-Marketed products to prospective clients on social media through my social media handles.

Here are my significant achievements as an entrepreneur;

-Generated business online presence, leading to one of best skincare and herbal tea brand in Nigeria.

-Developed online presence through creating online advertisements and marketing via graphics/flyers designs and brand promotions.



● Rubber tyre Gantry Operator (RTG)

APM Terminals | Mar 2020 - Sep 2021

-Parked the RTG according to the Traffic Management Plan and Yard Supervisor and equipment handling instructions.

-Organized and optimize the delivery of equipment on site, in accordance with the requirement of the planning department

-Operated rubber tyre gantry cranes to load and unload containers to and fro internal and external road trucks in the port.

-Handled the containers with care (Avoid Rough handling on Trucks).

-Performed equipment pre check at beginning and after each shift to ensure that all of the parts are operating properly and for safety precaution.

-Operated the RTG safely according to the received instructions or information from the Yard Supervisor and terminal operating system (TOS) while carrying out all RTG activities (Discharge, load, Re-Stow, Etc.).

-Ensured achieving all agreed targets productivity with no Accident.

-Identified and reports any safety problems, malfunctions, or damage to quay crane equipment, before, during or after the shift.

-Assisted in the training of employees in the Operation of the RTG as required by Management.

-Reported all the defects as and when noticed to yard Supervisor & Technical RTG team.

-Followed safe operating procedures and instructions, preventing any injury to persons, or damage to containers and other equipment and property.

-Maintained the operator's cabin and lifts in a clean and tidy condition at all times.

-Achieved operational efficiencies within the parameters of the equipment's capacity.

-Instant data entry of containers movement into VMT.

-Reported immediately any damage sustained by the vessel, RTG Crane, container and/or any other equipment during operations.

-Maintained continuous operation by using "hot seat" changeover at shift changeover times and for operator rest break changeover.



● Reach Stacker Operator (RS)

APM Terminals | Jul 2019 - Mar 2020

-Carried out duties and tasks in an efficient, productive manner.

-Organized and optimize the delivery of equipment on site, in accordance

with the requirement of the planning department

-Operated the Reach stacker in loading / Shifting in the stack / house-keeping activity for containers to and from the yard for vessels operations and serving the land side customers for deliveries etc as per work order queues in a safe manner.

-Identified and reports any safety problems, malfunctions, or damage to yard handling equipment, before, during or after the shift.

-Inspected equipment at beginning of shift to ensure that all of the parts are operating properly.

-Followed safe operating procedures and instructions, preventing any injury to persons, or damage to containers and other equipment and property.

-Made use of only approved and appropriate PPE.

● **Business Administrative Assistant / Customer Service Executive**

HD AquaEarth Consulting Limited | Jun 2018 - Jun 2019

-Acted as the first point of contact, attending to over 1000 phone calls, correspondences and emails.

-Scheduled the executive manager's important meetings and deadlines.

-Managed budget and expenses as well as performing document management.

-Oversaw and monitored day-to-day business operations, interacting with external partners, improving business and employee performance, negotiating contracts, and analyzing financial data.

-Introduce and implement innovative short and long-term business goals.

-Negotiated and approved agreements with internal and external stakeholders as well as harmonized organizational activities.

-Served as a hub of communication for the team, suppliers and clients as well as organizing events and conferences.

-Managed accounts and book-keeping.

-Accepted all letters and packages and distributed them to their appropriate departments and tracking divisions initiatives.

● **Customer Service Representative / Sales Supervisor**

Jules Tannery (Fashion Home) | Jan 2016 - May 2018

-Managed a team of 7 sales representatives to deliver monthly business targets

-Processed customer accounts and file documents.

-Followed communication procedures, guidelines and policies.

-Created the extra mile to engage customers.

-Discovered new sales lead through business directories, clients referrals and followed up on all of them converting some to sales.

-Responded promptly to customers queries, handled customers complaints, provided appropriate solutions and alternatives within the time limits, followed up to ensure resolution and communicated with customers through various channels like phones, E-mails and social media.

-Made sure they staff ensured compliances and safety regulations and resolved customer complaints by 20%

- **Executive Administrative Assistant**

MAGENTA RESIDENTIAL | Mar 2013 - Oct 2015

-Handled calendaring scheduling and reporting meetings, special projects and other administrative duties.

-Scheduled and organized CEO meetings by prioritizing the most sensitive matters, electronic filings, appointments, and fax communications.

-Performed minor accounting duties.

- Maintained accurate and comprehensive records.

- **Class Teacher**

Sharon Nursery and Primary School | Mar 2011 - Feb 2013

-Ensured lesson planning and preparation.

-Created, planned and presented learning resources and made sure they were up to date before each lesson and in return it developed positive learning atmosphere.

-Ensured checking pupils' work and provided apt feedback.

-Made sure extracurricular activities like sports, excursions, concerts etc were conducted as well as attended by my students.

-Motivated students with enthusiasm and imaginative presentation as well as prepared and facilitated positive student development.

-Participated in professional development that in return sharpened myself and my students

Education & Training

2023 - 2023 ● **Institute Privé Campus Langues Paris**

Diploma in French,

2021 - 2022 ● **EMLV - École de Management Léonard de Vinci**

Master's degree,

2014 - 2017 ● **Imo State University**

Bachelor's degree,

2014 - 2014 ● **Alliance Française Nigeria**

French Diploma,

2011 - 2013 ● **The Federal Polytechnic Nekede, Owerri.**

National Diploma,