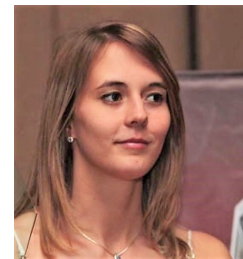


Jessica CLÉMENÇON

29 years old - French
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Driver's licence



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https://fr.wikipedia.org/wiki/Jessica_Cléménçon

- Leadership
- Team work
- Management
- Relational ease with a focus on excellence and customers' satisfaction
- Responsible
- Self-confident, able to make important decisions on the spot

EXPERIENCE

Jan 2018 - | **HEAD OF CUSTOMER RELATION MANAGER**
AIRPLANE DELIVERY (*Cugnaux, France*) – Maintenance Repair and Operations (MRO)

- Focal point of the customers during maintenance phases: C checks, aircraft painting, post paint balancing, trouble shooting
- Coordinate and prepare C Check sales proposal for Sales Directors
- Update the customers with the project's progress (spare parts, task cards, new defects found)
- Ensure the delivery process of aircrafts
- Coordinate with production, technical desk and planning
- Handle customer's aircraft inspections
- Develop and launch the customer satisfaction tool

2017-2018 | **CUSTOMER RELATION MANAGER**
AIRBUS – Sales Department (*Toulouse, France*)

CUSTOMER RELATION

- Handle customer relation with Japan, Brazil, Turkey and South East Asia
- Optimise processes, integrate 'Ethics & Compliance'
- Design and Manage customers' events, oversee customers' participation to AIRBUS Corporate events
- Organise AIRBUS' presence to Airshows (Airex Istanbul, Farnborough, IATA & Singapore Airshow)
- Support the sales team

TRAINING

- PIMS Airbus – Program of Introduction to Marketing & Sales
- My Pulse
- Customer Awareness Session

2016 – 2017 | **MARKETING, COMMUNICATION & SPONSORSHIP MANAGER**
Roannais Basket Féminin (*Roanne, France*)

- Run meetings and discussions on leadership in the business world
- Manage relationships with the sponsors, organise sponsoring events
- Develop and create new marketing plans and tools and communication medium.

2011 – 2014 | **OFFICE MANAGER**
University of Windsor (*Windsor, Canada*)

- Manage the administration of the women's basketball unit
- Organise the annual female basketball tournament

2011 – 2012 | **INTRAMURAL SUPERVISOR**
University of Windsor (*Windsor, Canada*)

2009 – 2014 | **MENTOR – PROMOTION OF ELITE SPORTS**
University of Windsor (*Windsor, Canada*)

EDUCATION

2012 – 2014 **MASTER OF HUMAN KINETICS - Sport Management, Marketing & Strategy**
University of Windsor (*Windsor, Canada*)

2009 – 2012 **BACHELOR OF ARTS - English language & literature**
University of Windsor (*Windsor, Canada*)

2006 – 2009 **LICENCE D'ANGLAIS - Langues Littératures et civilisations étrangères - Mention**
Université Stendhal (*Grenoble, France*)

2006 **BACCALAURÉAT SCIENTIFIQUE - Option Mathématiques - Mention Assez Bien**
Lycée Notre Dame Des Victoires (*Voiron, France*)

ELITE ATHLETE

ACHIEVEMENTS

- 2015 Qualification for the 'EuroCup'
- 2011 – 2014 Canadian University champion
- 2010 – 2014 Province Champion, Ontario
- 2009 European Champion, National Team U20
- 2006 'NF2' National Champion
- 2006 Winner of the French Cup U18

DISTINCTIONS

- 2011 - 2013 Most Valuable Player of the Canadian Interuniversity finale
- 2011 Recipient of the «BLG Award», Female athlete of the year
- 2011 Canadian University Women's Basketball player of the year
- 2010 Female athlete of the year
University of Windsor (Canada)
- 2010 Rookie of the year for Basketball in Canada
- 2006 Most Valuable Player of the French Cup
Finale U18

LANGUAGES

English Bilingual, 5 years of studies in Canada
Spanish Basic

COMPUTER SCIENCE

Software Suite Office: Word, Excel, PowerPoint
Internet Website creation (PHP)

