

# ILANA BOUBLI

## CONTACT

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## SKILLS

**Languages:** French (native), English (bilingual), Spanish (Advanced)

**Business:** Branding, SEO, Digital Marketing Campaigns, Incoterms, Quantitative/qualitative studies, CRM, Prospection, International Sales, Marketplaces

**Software:** Microsoft Office, Wix, WordPress, Shopify, Zendesk, Salesforce, Vtiger, Nvivo, Qualtrics, SPSS, Tableau, Screaming Frog

**Certifications:** Youth Work Certificate, 'Fundamentals of Digital Marketing' Google Certificate

## EDUCATION

### MSc in EBusiness Management

*University of Warwick, UK • 2022-2023*  
Digital Marketing Specialism, with Distinction

### Bachelor's Degree in International Business

*Université Paris-Est Créteil, France • 2020-2021*  
With Merit

### Advanced Diploma in International Business

*Lycée Charles Péguy, France • 2018-2020*  
With Merit

### French High School Diploma

*Lycée Blanche de Castille, France • 2015-2018*  
16.55/20 GPA

## HOBBIES

Film photography, travelling, languages and arts & crafts (embroidery, painting...)

## WORK EXPERIENCE

### Account Executive Intern

Simsek Ege, Turkey • 06/2024 - Present

- Management of clients' accounts worldwide in the labels and packaging industry (emails, order requirements, samples...)
- Order entry onto the company's ERP system
- Communications in French, English & Spanish

### Customer Care Agent

My Jolie Candle, France • 11/2023 - 01/2024

- CRM management, handling customer requests (phone calls, emails, online chatbox, online tickets through Zendesk)
- Brand management, responding to customer online reviews (Avis Vérifiés)
- Problem solving, training and management of a team of 6 person during busy days

### Sales Administrator

Just Eat Takeaway France • 10/2021 - 06/2022

- Verification and validation of the new partners' contracts (compliance with the company's process) and entry on the company's CRM system
- Activation of the restaurants on the platform through a call with the restaurants' owners, CRM management
- Processing of the contracts, signatures, entries, and telephone reminders to the Restaurants

### ECommerce Assistant (Internship)

Chambre et Bain, France • 03/2021 - 07/2021

- Prospection of international suppliers (furniture industry)
- Optimisation and update of the company's products on the marketplaces

### Business Intern

Roselín Joyeros, Spain • 05/2019 - 07/2019

- Management of the company's relationships with international suppliers (jewellery industry) and prospection
- Help provided to the Sales Communication, Marketing and HR departments

**References available upon request**