



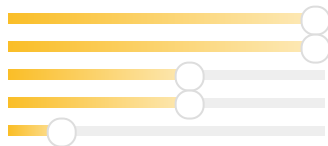
# CHLOÉ AGMAN

03/03/1990 | French | Galway, Republic of Ireland | (+353) 868486687 | [agman.chloe@gmail.com](mailto:agman.chloe@gmail.com) | <https://agman.eu>



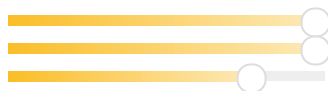
## LANGUAGES

French  
English  
Spanish  
Turkish  
Hindi

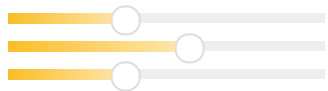


## SKILLS

Customer Support  
Troubleshooting  
Office Suite



CRM  
HANA  
Cloud : C4C , ByD



Time Management  
Multi-tasking  
Data Protection  
Team Work  
Communication



## EDUCATION

**Master (eq. MA) in tourism** 09/2013 – 09/2014  
Università di Corsica Pasquale Paoli, Corte, France

"Management du tourisme et des loisirs"

**Licence (eq. BA) in Tourism** 01/2012 – 04/2013  
Institut Européen de Formation au Tourisme, Lyon, France

"Licence conception et commercialisation des produits touristiques"

**BTS (eq. 2-year post-A-Level) in Tourism** 09/2008 – 05/2011  
Lycée Clos Maire, Beaune, France

"BTS animation et gestion touristiques locales"

**Baccalauréat (eq. to A Levels)** 09/2005 – 06/2008  
Lycée le Castel, Dijon, France

"Bac communication et gestion des ressources humaines"



## EXPERIENCE

**Support Associate** 01/2015 - present  
SAP, Galway, Ireland

- 2nd Level & Mentor
- Knowledge Management Coach
- Schedule an Expert team
- Remote Service Administration team
- Support SAP customers in English & French by email and phone
- Interface between customers and developers for the majority of SAP products
- Work in a multinational team in close cooperation with experts from all over the world

**Assistant manager** 04/2014 – 08/2014  
Slieve Aughty Centre, Loughrea, Ireland

- Websites translations in French
- Management of the seasonal team
- Representative for French-speaking customers
- Reception

**Saleswoman** 04/2013 – 08/2013  
La Cave des Coteaux du Lyonnais, Lyon, France

- Website and social networks management
- Creation and set-up of wine tourism products (visits, packages, offers)
- Wine vending and advising

**Receptionist** 03/2012 – 05/2012  
SERHR ORFEA ACCOR, Dijon, France

- Reception of national rail company (SNCF) agents
- Bookings management

**Saleswoman** 08/2011 – 12/2011  
Reine Pédaque, Beaune, France

- Realization of wine tasting programs
- Tutored tastings and guided tours in French & English
- Advising and customized service for high and low-end customers

**Receptionist** 06/2011 – 07/2011  
Hostellerie St-Vincent, Nuits-Saint-Georges, France

- Meeting and greeting guests (international customers)
- Managing bookings over phone, emails and face to face
- Breakfast service
- Invoicing