

Abigaëlle Perrault

KEY SKILLS

- Strong communication and empathy
- Hard working
- Excellent sales skills
- Punctual and responsible
- Facility to work with other professionals
- Engagement and motivation

EDUCATION

- BA History of Art (to be completed in May 2024), Regent's University London, London, United Kingdom
 - Recipient of the Vice Chancellor Commendation for the academic year of 2021-2022.
- Diploma in Arts, Letters and Communication (2016-2018)
Saint-Jean-sur-Richelieu College, Saint-Jean-sur-Richelieu, Canada
- High School Diploma (2011-2016)
Marcel-Landry High-School, Iberville, Canada

SPOKEN AND WRITTEN LANGUAGES

- French (First language)
- English
- Spanish (Intermediate)

EMPLOYMENT HISTORY

Vice President of Student Experience

January 2023 - ...

Student Union at Regent's University London

- Overseeing the societies, academic and social events' officers in the Student Union and provide leadership for said officers.
- Assist the President in running the Union.
- Be available on campus for students and listen carefully to their feedback regarding student experience.

Council President for the Liberal Arts**October 2022 – January 2023**

Student Union at Regent's University London

- Collecting feedback from students regarding their academic interests and experiences.
- Redirect students to the accurate team or service in the university.
- Host events for students of the Liberal Arts.
- Attend meetings to improve the academic experience and liberal arts course of the university.

Sales Assistant**August 2012 - April 2018 / September 2020 – August 2021**

Équipements sport métro (Ski shop), Montreal, Canada

- Figure skating specialist.
- Sales in figure skating, hockey, downhill ski and snowboard department.
- **Achievements:**
 - o Contributed to a better organization of the store.
 - o Developed the ability to work with composure in an active environment.

Customer Care Consultant**August 2019 – June 2020**

Deezer, London, United Kingdom

- Engage with customers via email and live chat.
- Help customers with their inquiries regarding their subscription or regarding a technical issue with their account.

Waitress**April 2019 – August 2019**

The Rylston, London, United Kingdom

- Take customers' food and drink orders.
- Serve customers behind the bar and provide table service.
- Keep the pub clean (wash the bar, the glass shelves, etc.)

Headhunter**March 2019**

Kaptén, London, United Kingdom

- Recruit taxi drivers to prepare the launch of Kaptén in London.

- Onboard drivers coming in the office to make them become official drivers for the company.

Customer Care Consultant

November 2018 – January 2019

YOOX NET-A-PORTER GROUP, London, United Kingdom

- Provide a luxury customer care service for customers on the phone or by email: Placing orders, raising exchanges or returns, inform the customer about the order status, etc.

- Help customers with their inquiries regarding their orders or regarding a product (availability, sizing, fashion advice).

- **Achievements:**

- o Developed my autonomy and my ability to cope with difficult situations.

Sales Assistance

September 2018 – November 2018

Snow and Rock, London, United Kingdom

- Assist customers in their ski clothing purchases.
- Respond to customers on the telephone

Key Holder

May 2018 - August 2018

Bouclair Inc., Quebec, Canada

- Provided home decoration advice and excellent customer service in a home decoration store.
- Responded to customers on the telephone.
- Responsible of closing the store 3 or 4 nights per week.

- **Achievements:**

- o Helped assistant manager to develop an effective way to keep the store impeccable.

Sales Assistant

February 2017 - May 2017

Tupperware, Saint-Jean-sur-Richelieu, Canada

- Organize parties in costumers' house to sell Tupperware's containers.
- Take costumers' orders and order them on the company's website.
- Cook during the parties to show how some of the product work.
- Attend to weekly team meetings to learn new tips and have new goals to make our business successful.
- **Achievements:**
 - o Learned how to do develop my organization and my sales skills to be more successful as a sales assistant.