

PERSONAL INFORMATION

LAME DIANE



 ELEKISTRA, 26500 PATRA (Greece)

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Date of birth 12/07/1962 | Nationality French

PREFERRED JOB

General manager in communications

WORK EXPERIENCE

01/11/2011–02/12/2016

CUSTOMER REPRESENTATIVE FULL TIME in rental car cie

HERTZ AUTOHELLAS ATEE, PATRAS (Greece)

- RECEPTION WORK: offers on phone , reception customers on desk, delivery-collection of cars (preparing car and control, contract,payments)
- several others outside office jobs.
- RECEPTION LEASING for professionnels customers : generals informations , accidents reports), contacts with garages, bodyshops and tyresshops, all jobs from the HERTZ's long term branch-AUTOTECHNICA ATEE-
- COOPERATION with the differents services from Athens's center office : reservation center, logistic center, accident service, leasing kai short term offices
- delivery-collection of leasing cars and leasing replacements cars.
- MAINTENANCE fleet LEASING and SHORT TERM RENTING
- OUTSIDE delivery-collections in hotels, travel offices and so.....
- moving cars
- reception and TRAINING of the summer-season colleagues from Autohellas.

01/07/2008–31/10/2011

SUMMER SEASON WORKER in rental car compagnie

HERTZ AUTOHELLAS ATEE, CORFOU-ARKOYDI (Greece)

RECEPTION's responsible - DESK in hotel GRECOTEL

- at Corfou Island in the Grecotel CORFOU IMPERIAL (2 SEASONS)
- at KY/MHNNH in the GRECOTEL OLYMPIA RIVIERA RESORT (OASIS, THALASSO, MANDOLA and ILIA PALM) for two seasons. in this hotel we transform the desk to an operation center office, with on line systems to operate the hole area, under the assistance of the Patra's center office.
- the job was to rent cars and to deliver prepaid rentals from compagnies like Tui group(specially Tui Germany)
- during those period, I was also helping the airport deliveries and collections at Corfou airport and Araxos airport.

2005–2007

SUMMER SEASON WORKER in rental car cie

EUROPCAR, CORFOU (Greece)

I was in charge of the reception : organisation of the reservations, contacts with the REP-presentants of touristics compagnies like Tui Group, Attika Reisen, First choice, Holland internationale, etc....

2003–2006

PROVINCIAL COURIER BRANCH

I WAS RESPONSIBLE FOR ACS, PAPPADOS GERA (LESVOS GREECE)
 I was responsible for the area of Gera's and Agiassos at Lesvos Island Greece

2001–2006 **TRADITIONNEL HOSTEL-CAFE**
 RESPONSIBLE, SKOPELOS-GERA (LESVOS GREECE)

1995–2001 **SUMMER SEASON WORKER for rental cars cics**
 BATEK ΛΕΣΒΟΥ, HERTZ, EUROPCAR, MOLIVOS-LESVOS (GREECE)

1982–1988 **Housekeeping supervisor**
 MINISTRY OF EDUCATION, NORMANDY (France)
 During my studies at the university .

EDUCATION AND TRAINING

03/2012 **CERTIFICATE OF ACHIEVEMENT SALES SMILES AND SUCCES**
 SIGNATURE WORLDWIDE, ΑΘΗΝΑ (ΕΛΛΑΔΑ)

21/03/2008–18/04/2008 **Education program "foto"**
 greek institute for adult learning, Corfou (Greece)

04/02/2008–26/03/2008 **GERMAN LANGUAGE II**
 GREEK INSTITUTE FOR ADULT LEARNING, CORFOU (Greece)

1986–1987 **DIPLOME D'ETUDES SUPERIEURES SPECIALISEES EN ADMINISTRATION DES ENTREPRISES** EQF level 6
 FRENCH UNIVERSITY OF PRIVATE LOW, ROUEN (ΓΑΛΛΙΑ)

1981–1986 **DEUG , LICENSE ET MAITRISE EN DROIT PRIVE** EQF level 5
 FRENCH UNIVERSITY OF PRIVATE LAW (ROUEN), ROUEN (FRANCE)

PERSONAL SKILLS

Mother tongue(s) French

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	
Greek	C2	C2	C1	C1	B2
German	A2	B1	A2	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills I have strong communications skills that I developed through my experience as office worker.

Organisational / managerial skills as an office employed all these years and cause of my nature, I like the order in the matters of work

Job-related skills I make easy friends, I like relationships
 I am flexible in my exchanges with people in the limit of mutuel respect, and generally flexible in all waychanges.
 I am methodic in my organisation and collection of informations

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Basic user	Basic user	Basic user

Digital competences - Self-assessment grid

By using different kind of programs at office work with the different rental compagnies i have worked with, I finally get used to the electronic way of leaving nowerdays. I use also network for myself for private uses and correspondance.

Other skills I am member of the AFA , association of the french speakers of Axaia , κανω YOGA (HATHA YOGA now and 3 years) and pilates from last automne.

Driving licence B