

KETSIA SAM Y

CUSTOMER SERVICE AND HOSPITALITY PROFESSIONAL
WITH EXPERIENCE IN ADMINISTRATION, CLIENT
RELATIONS, FOOD SERVICES, AND TEAM SUPPORT.
FLUENT IN ENGLISH AND FRENCH WITH STRONG
COMMUNICATION AND ORGANIZATIONAL SKILLS.

CONTACT

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EDUCATION

IATA COURSE – KADOSH SERVICE
TRAINING (2019)

- TRAINING IN AIRLINE OPERATIONS
AND CUSTOMER SERVICE

EDEN GIRL COLLEGE
FORM 1 TO FORM 5

- COMPLETED SECONDARY
EDUCATION

LANGUAGES

- FRENCH: FLUENT
- ENGLISH: FLUENT
- CREOLE: NATIVE

AVAILABILITY

- FULL-TIME AVAILABILITY
- FLEXIBLE SCHEDULE
- OPEN TO RELOCATION

SKILLS

- CUSTOMER SERVICE
- COMMUNICATION
- TEAM COLLABORATION
- ORGANIZATION
- PROBLEM SOLVING
- ADMINISTRATIVE SUPPORT
- TIME MANAGEMENT
- ADAPTABILITY

PROFESSIONAL EXPERIENCE

PRIVATE CHEF – SELF-EMPLOYED | 2025 – PRESENT

- Designed customized menus based on client preferences and dietary needs
- Prepared high-quality Creole, fusion and international cuisine
- Managed food sourcing, budgeting and meal preparation
- Delivered personalized dining experiences with excellent customer service
- Maintained high standards of hygiene and food safety

STUDI GGE – TRAINING ADVISOR | JUNE 2024 – OCTOBER 2025

- Drafting and posting apprenticeship offers
- Monitoring and optimizing online publications
- Supporting candidates throughout their enrollment process

STUDI GGE – BUSINESS DEVELOPMENT REPRESENTATIVE | OCTOBER 2023 – JUNE 2024

- Conducted phone prospecting and scheduled client meetings
- Followed up on leads and updated the CRM (Salesforce)
- Contributed to the expansion of the client portfolio

EBOP – MEDICAL ADMINISTRATIVE ASSISTANT | MAY 2023 – AUGUST 2023

- Managed patient files and appointment scheduling
- Coordinated communication between patients, doctors and partners
- Entered and updated information in the internal system

E-VOLVE SOLUTIONS – TECHNICAL SUPPORT OPERATOR | MARCH 2022 – NOVEMBER 2022

- Provided remote supervision and technical assistance
- Delivered client support and monitored technical incidents

EUROCALL – SUPERVISOR & CUSTOMER SERVICE REPRESENTATIVE | NOVEMBER 2019 – OCTOBER 2021

- Supervised a team and monitored individual performance
- Handled customer appointments, calls and inquiries
- Trained and supported new team members

EVENT & PROMOTIONAL HOSTESS | SINCE 2018

- Welcomed and guided visitors during events
- Represented various companies in a professional manner