

Ralph BIDOUNGA

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Objectives

Results-driven professional with 3+ years of experience in sales, marketing, and customer service roles. Committed to delivering exceptional guest experiences and contributing to business success in the hospitality industry. Excited about the prospect of contributing to your organization as a Guest Service Agent / Front Desk Associate / Marketing Coordinator. Tech-savvy and customer-focused, ready to ensure seamless operations and customer satisfaction.

Work experience

April 2024 to
February 2025

Laguna Cliffs Marriott Resort & Spa (Dana Point, CA) Spa Front Desk Agent

Laguna Cliffs Marriott Resort & Spa is the essence of a Southern California coastal getaway providing exquisite dining, 378 first-class accommodations, and a myriad of ocean activities.

- Greet guests upon arrival at the spa, providing a warm and welcoming atmosphere.
- Provide guests with support and information regarding facilities and services.
- Handle incoming phone calls, addressing specific guests' inquiries and booking appointments using Booker software.
- Process guests' check-ins and check-outs.
- Prepare daily reports detailing the day's financial turnover, billing data, overall spa business level and highlights of the day, to keep management informed.

November 2023 to
January 2024

Maesa (Levallois-Perret, France) Office Manager

Maesa is a company that designs, develops, and manufactures private label and exclusive brands for retailers, as well as packaging and turnkey products for brands such as Zara, Sephora, or H&M.

- Welcomed customers and managed reception duties.
- Handled incoming and outgoing packages, ensuring timely and accurate distribution.
- Placed orders for office supplies and managed inventory.
- Organized meetings and coordinated business trips.
- Managed customer calls, addressing inquiries and providing necessary information.
- Ensured the well-being of internal colleagues by providing necessary equipment on a daily basis.

August 2021 to
September 2023

Schindler (Vélizy, France) Digital Project & Platform Ambassador

Schindler is a renowned company in the elevator and escalator industry, committed to providing innovative solutions for urban mobility.

- Provided end-to-end management and optimization of various digital projects for enhanced user experiences.
- Executed marketing initiatives for the company, such as media updates and newsletters.
- Conducted training for both team and customers on utilizing digital platforms and services.
- Successfully created over 1000 user accounts on a platform for customers.
- Collaborated with cross-functional teams to identify opportunities and advocate for improvements in the user experience.
- Screened and rectified customer and team issues.
- Conducted post-implementation reviews to evaluate project success and identify areas for further improvement.

September 2019 to
November 2020

Albatrans (Villebon-sur-Yvette, France)

Marketing & Communications Project Manager

Albatrans is a bus transportation network, subsidiary of Keolis and Transdev.

- Oversaw the development and execution of marketing campaigns, utilizing a mix of online and offline channels to enhance customer engagement.
- Collaborated with cross-functional teams to create targeted materials for specific customer segments.
- Created visual representations of data using charts and graphs to aid in decision-making processes.
- Improved customer satisfaction by 30% by proactively responding to and resolving complaints in a timely and efficient manner.
- Accelerated social media followers of the company by 40% by handling social networks and publishing daily posts across all platforms.

October 2018 to July
2019

Schindler Télécontrôle (Nanterre, France)

Customer Service Operator

Schindler Télécontrôle is the national call center for Schindler France.

- Answered customer requests and complaints via call in a professional manner.
- Provided remote assistance to customers to accommodate specific requests of every individual.
- Developed a deep understanding of the company's product portfolio to provide accurate information and recommend suitable solutions.
- Facilitated information flow between customers and cross-functional teams while keeping a record of daily interactions and proposed solutions.
- Won the "Employee of the Month" award for screening over 400 inbound calls daily and delivering outstanding customer service.

February 2016 to
February 2017

Darty (Sainte-Geneviève-des-Bois, France)

Sales & Business Support Trainee

Darty is a leading retail establishment in France, which has established itself as a major player in the sector.

- Demonstrated exceptional customer service skills by providing expert advice and support to customers.
- Prepared commercial and financial reports, including market analysis, competitor benchmarking and sales performance analysis.
- Identified customer pain points by interviews and examining business reports.
- Assisted in the development of dashboards for performance tracking.
- Designed and executed engaging sales demonstration events to showcase the features and benefits of multimedia products, resulting in increased customer engagement and sales.
- Assisted in the planning and execution of email and social media marketing campaigns, resulting in a 15% increase in website traffic.

Education

2024-2025:

Executive MBA with Concentration in Hospitality Management at Alliant Business University
(Los Angeles, CA)

2021-2023:

F2I Institute (Vincennes, France)
Master's in Marketing

Skills

Language:

English (fluent)
French (native)
Spanish (intermediate)

Technical proficiencies:

Adobe Photoshop
Premiere Pro
Wordpress
Canva
MS Office Suite
MailChimp

Soft skills:

Strategic thinking
Strong work ethic
Teamwork
Empathy
Problem solving

Hard skills:

Project management
Customer service
Training & development
Content creation
Data analysis & reporting
Sales & marketing strategy