





# HANNAH QUEROUX

BUSINESS SCHOOL STUDENT

## CONTACT

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-  Lyon, France / Rochester, NY

## SKILLS

Soft skills :

- Team Work
- Problem-Solving
- Strong Communication

Hard skills :

- Web Design
- Computer tools such as : Microsoft word, Microsoft PowerPoint, Excel...

## EDUCATION

**Bachelor of Business and Administrations**

**INSEEC BBA**

2023 - 2027

## HOBBIES

Traveling  
Spending time with friends and family

## LANGUAGES

English : native language  
French : native language  
Spanish : Intermediate

## PROFILE

To tell you a little bit about myself, I'm a first year business student currently studying at the INSEEC BBA program in Lyon, France. I'm a very organized, punctual and determined person, I love to reach my goals. I'm also bilingual which is a very valuable asset. Always positive and a great listener, I hope to be the ideal candidate for the position.

## WORK EXPERIENCE

### Community manager

INSEEC - Lyon, France

Semptember 2024 -  
Currently

- Maintained a strong knowledge of current promotions and discounts.
- Built and maintained strong customer relationships.
- Flexible and willing to take on additional tasks as needed.

### Sales team member

Auchan - La Bourboule, France

July 2024 -  
September 2024

- Processed customer transactions, including cash, credit, and digital payments.
- Communicated effectively with colleagues and management regarding customer feedback and store issues.
- Handled customer returns, exchanges, and refunds according to store policies.
- Flexible and willing to take on additional tasks as needed.

### Retail Internship

PANDORA JEWELRY - Lyon, France

December 2024

- Greeted and welcomed customers as they entered the store.
- Assisted customers in finding the right jewelry items and sizes.
- Maintained a strong knowledge of current promotions and discounts.
- Ensured clothing displays were visually appealing.
- Prepared to handle unexpected situations or busy periods.
- Kept the store clean and organized.
- Attended training sessions and meetings as required.

### Sales person

Sancy Glaces / Ice cream shop - La Bourboule, France

July 2023 -  
September 2023

- Encouraged customers to provide feedback through surveys or comment cards.
- Kept the store clean and organized.
- Built and maintained strong customer relationships to encourage repeat business.

## PROJECTS

### Business Creation Challenge - Defi Créa

INSEEC, Lyon, France

September 2023 -  
May 2024

- Acted as an entrepreneur and created a product called SunPaint
- During this year long project in a team of 7, the group developed the company's marketing plan including market research via surveys and interviews, product creation, price fixing, distribution methods and promotional efforts.
- Created visual concept and executed a trade show booth which was part of the Defi Créa trade fair at the end of the challenge in May where more than 200 people were in attendance.
- Developed a clear, concise, and creative 15-minute pitch presentation in front of a jury.
- SunPaint was awarded 4th place out of 30 teams that participated.