

Frederick Hammond

PERSONAL DETAILS

Home address	12 Grange street Loughborough, LE11 1QG	Home Tel	01509233621
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KEY SKILLS

- **Leadership:** Led fund raising activities and organised conferences as part of a Student Union.
- **Team Player:** Excellent interpersonal skills, conflict management skills and strong team motivator
- **Commercial:** Strong communication and negotiation skills
- **Languages:** Bilingual French/English and proficient in Spanish

EDUCATION

- 2003-2004** **Loughborough University - UK**
Diplome universitaire. (French equivalent to a M.A. in European and International Affairs)
This is part of an exchange program with. Rennes 1 University.
My subjects included: Project Management, Information Management Strategy, Data Analysis for Marketing Decisions, International Business and Multinational Companies.
- 2000- 2002** **University of Rennes I - FRANCE**
Maîtrise en Gestion des Entreprises. (French equivalent to a M.A. in Business Administration and I.T)
My subjects included: Human Resources Management, Marketing, European Law, Statistics for Management and MS Access.
- 1997-2000** **University of Rennes I - FRANCE**
Licence en Gestion des Entreprises.
French equivalent to a B.Sc. in Business Administration and IT
My subjects included: Managerial Economics, Statistics, Accounting, Mathematics, Sociology, Spanish and English.

WORK EXPERIENCE

- Sept 2004** **Kensington Specialities - Loughborough UK**
Bilingual Customer Service Advisor
I am actually working in the French Customer Service Relation Department processing our customer's orders.
- June 2004** **Judi Judi World - Nottingham UK**
Tourism Retail Business / Customer Service Advisor
My role involved:
- Informing customers of our wide range of products
- Achievements: increased sales by 10%.
- May - Jul 2004** **Selective Market Place - Loughborough UK**
Mail order company / Customer Service Advisor.
I was responsible for processing our customers' orders and answering any queries they had on the company's products

Jul-Aug 2003

Vodafone France - Rennes FRANCE

Leading Telecommunications Company / Customer Service Advisor

My tasks involved:

- Processing our customers orders
- Providing customers with product information
- Introduced cross-selling concept in the shop which resulted in improved sales results

Achievements:

- Increased sales in a wider range of products
- Initiated new sales practices in the shop
- Gained better understanding and knowledge of the telecommunications industry and products.

Jan-Mar 2002

Media JD – Paris FRANCE

Human Resources Consulting / Assistant Project Officer

My role involved:

- Designing a strategic action plan to implement an e-business project
- Prospecting new clients
- Introducing a Newsletter and Ebook function within our activity through the Internet.

Achievements:

- Improved our website attractiveness with new marketing tools and techniques
- Established alliances with new partners.

LANGUAGES

English/French

Bilingual.

Spanish

Proficient

Computer software

MS Excel, MS PowerPoint, MS Word, MS Visual basic, MS Access, Microsoft Projects and SPSS 11.0 for Windows (leading programme for managing and analysing social and scientific data).

EXTRA-CURRICULAR ACTIVITIES

Voluntary work

1999-2001

Student Union “Africa on the Move”- FRANCE

Treasurer of a Student Union.

I was responsible for the Financial Management of

- Organising and facilitating conferences and seminars
- Setting up and managing the budget

2002-2003

Support to job seekers - FRANCE

Active member of a society called “Phareouest” that helps unemployed people to find employment.

My role involved

- Coaching job seekers to help them find jobs.
- Helping to write cover letters and checking skill set of job seekers

Achievement: 7 out of 10 candidates I coached managed to find a permanent job.

Training courses

Managing conflicts creatively, chairing a meeting, Practical Interpersonal skills for Managers

Teaching

On a part-time basis I provided French and English lessons to students and professionals.

Sports

Basketball, Football, Table tennis and Volleyball.

Hobbies

In my spare time I enjoy singing and drawing.

References available upon request