

VINCENT LARCHER

From Thyez, Haute-Savoie France

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06.45.04.16.00

Driving licence holder



LANGUAGES

French: Mother Tongue

English: Advanced Verbal and Comprehensive Skills

Korean: Beginner

PROFESSIONAL WORK EXPERIENCE

Faubourg Paris

2014 – 2016

Vancouver, Canada

Store Manager - *Gourmet Retail Store*

Summary of Responsibilities:

I was responsible for leading (English/French) all team members, managing day-to-day store operations and maintaining high store standards. I contributed to improve customer service and encouraged safe work practices to the staff. I also contributed to the improvement of sales and revenue.

Staffing, Training and Management

- Maintaining constructive relationships with workers from diverse cultural backgrounds (Australia, Japan, Spain, Canada, etc.) through support and encouragement; negotiation and resolving conflicts.
- Ensuring that the staff was present, dressed appropriately and worked to required standards.
- Optimizing and overviewing all of the shifts.
- Identifying staff training needs and participating in self-development activities.
- Setting individual and monthly objectives.

Operational

- Ordering daily/weekly supplies and managing stock levels.
- Ensuring that the coffee shop was open/closed on time.
- Guaranteeing an appropriate safety standard for restaurant food.
- Identifying opportunities for improvement in the workplace and monitoring local competitors.
- Participating in weekly & monthly company meetings.

Customer Service

- Making sure all food and beverages were displayed and served correctly.
- Ensuring a high level of customer satisfaction.
- Answering the telephone (English/French).
- Creating an efficient customer loyalty towards the coffee shop.

Finance

- Monitoring sales, revenues and answering to quality objectives.
- Undertaking regular audits of cash register and stock use.

Dartavador.com
2013- 2014
Thyez, France

Web-Business Entrepreneur - *Web Agency*

Summary of Responsibilities:

I was responsible for building websites and improving the brand image within a SME- friendly environment as well as external communications, marketing and promotion of company.

Redwolves.fr
2012- 2014
La Roche-sur-
Foron, France

Communication Supervisor - *Football Association*

Summary of Responsibilities:

I corresponded with employees and external sponsors to keep them informed of developments. I discussed organizational changes in a way that attempts to promote, improve and maintain the association. I communicated with the local media and other interested parties as well as city officials for marketing and promotion purposes.

Leading and ensuring the development of a team spirit with:

- Sport activities: during practices and games.
- Involvement in locals events such as: associative races and differents shows (private/public).
- And social media with original contents.

Prelinker.com
2012- 2013
Annecy, France

Web Marketing Assistant - *Internet Dating & Affiliate business*

Summary of Responsibilities:

I assisted the marketing team with marketing activities, promoted tools and followed the industry benchmark, and wrote daily/ weekly reports for the IT, Sales, and Management departments.

EDUCATION

Bachelor of eBusiness - *Claude Bernard University (Lyon, France): 2012- 2013*

Sales Management Degree - *Charles Baudelaire High School (Annecy, France): 2010- 2012*

National Degree Maths, Physics & Biology - *Guillaume Fichet High school (Bonneville, France): 2007- 2008*

HIGHLIGHTS OF SKILLS

- Excellent level of customer service.
- Management of a multicultural team in English and French.
- Strong attention to detail.
- Ability to work efficiently and responsively in diverse environments.
- Independent in handling difficult situations.
- Adobe Suite, Microsoft Tools and basics skills in HTML/CSS.
- Wordpress and CMS environment.
- Barista & Latte Art skills.

REFERENCES

References are available upon request.