



SOPHIE ANTONA

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13080 Pacific Promenade #115, Los Angeles, CA 90094

SUMMARY

SUMMARY STATEMENT Customer service-oriented with experience as a Director of Education, responsible for selling classes and educational packages to existing and future costumers. Key skills include identifying training needs, creating training, assessing program effectiveness, time management organization and written and verbal communication.

SKILLS

- Foreign Languages (French native)
 - Microsoft Office
 - Communication
 - Adaptability
 - Teamwork
 - Creativity
 - Time Management
 - Staff management
 - Greeting guests
 - Sales strategics
 - Performance optimization
 - Profile and revenue-generating strategies
 - Planning and organization
 - Mentoring, coaching and training
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EXPERIENCE

Receptionist / BAO Foot Spa - Los Angeles, California

11/2019 - Current

- Serve visitors by greeting, welcoming, and directing them appropriately. Notify company personnel of visitor arrival. Maintain security and telecommunications system. Inform visitors by answering or referring inquiries. Operate telecommunication system by following manufacturer's instructions for house phone and console operation. Keep a safe and clean reception area by complying with procedures, rules, and regulations. Support continuity among work teams by documenting and communicating actions, irregularities, and continuing needs. Contribute to team effort by accomplishing related results as needed.

Insurance Sales Associate / AFLAC - Los Angeles, California

03/2019 - Current

Use my research and target marketing skills to solicit our supplemental insurance products to businesses; use my social and networking skills to help CEO's, business owners and HR managers to determine which programs suit their employees needs; present products in group presentation to employees; administer enrollments for employees; assist clients with claims processing; serving my own book of business; actually 19 weeks ahead of my sales goals.

Owner, Home Organizer, Interior decorator / Self-Employeed - Los Angeles, CA

02/2018 - 02/2019

- Zen Organizing / Los Angeles, USA / NAPO certified, , Time Management Coach.
- Organizational services: helping/teaching people find solutions to get organized in their house, office, finances, documents, with their online data, and with time management.

Partner/Interior Decorator / AAZ Group - Los Angeles, California

01/2012 - 12/2018

Worked in real estate with architects and contractors, shopped for paint, materials, appliances, cabinets, lighting within a budget and made sure the interior of the houses/apartments were functional and beautiful. Launched an AirBnB for a multifamily property. Created a portfolio of customers for contracting and handyman jobs. Management property.

Director of Education / Alliance Francaise De Los Angeles - Los Angeles, CA

01/2011 - 06/2012

Responsible for the development, leadership and management of all the educational programs from toddlers to adults in French, researching and implementing curricula. Trained and supervised teachers, conducted faculty in-service training. Observed all classes, and oversaw classroom evaluation, and ensured faculty evaluation and merit increases done in

time. Handled all class scheduling, and managed the ordering of equipment and supplies. Customer service manager while fostering a second to none service environment in which employees were motivated to deliver top tier service. Created summer camps. Exceeded monthly sales targets while consistently demonstrated poise, efficiency, and ingenuity. Received accreditation training in NYC, NY.

French Language teacher / Alliance Francaise De Los Angeles - Los Angeles, CA 01/2010 - 06/2012

Taught from toddlers to adults for business and/or leisure purpose from beginner to advanced level as well as Civilization

Panelist as a Children's literature Specialist / Teaching - Nice, Outside USA 05/2006 - 06/2010

Recognized dedication to French Language and Culture, served as a panelist for the oral and written exam for aspiring teachers for Kindergarten and Middle School level.

French Modern Literature Teacher / Teaching - Nice, Outside USA 09/1999 - 06/2010

Extensive experience in French Language and Literature suited to a variety of educational and social backgrounds and approaches to individual student needs. Teaching French Language, Literature, and Culture to French children, at-risk youths, and 1st generation children of immigrant families from ages 10 to 18. • Personal pedagogy: Taught method emphasizing an adaptation to individual student levels in each class. • Common Cultural Ground: Used paintings, movies, and classic literature to teach French Language and Culture. • Project Based Learning: Taught one theme through different lenses and subjects such as arts, Geography, History, Literature, on-site visits, etc.

EDUCATION AND TRAINING

National Association For Productivity Organization - USA
Some College (No Degree): Organization And Time Management

Philantropia - NYC
Some College (No Degree): Fundraising

University of Poitiers - France 2010
Master of Arts: French Language

Teaching French as a second Language. Phonology and Phonetics.

Educational Testing Service - France, USA 2009
English For Interantional Communication

Universite De Nice Sophia Antipolis - France 1997

M.D.: Theater Literature, History, And Criticism

INTERESTS

Singing, Dancing, Travels in: Europe, Africa, China, the Caribbean, Mauritius Island, Maldives, Scuba diving.