

# CV

## Pascal Billaud

Based in Paris and Nice  
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Driving licences: A1, AM, B, B1,  
VTC

Born 19 Feb 1980



### Profile

**Professional private lifestyle tour guide.**

***As a certified licensed tour guide with International marketing background, I create, organise and execute custom made experiences and tours for private and business travellers in France.***

### Work experiences

#### **TOUR GUIDE – FREELANCE , PARIS & FRENCH RIVIERA 2010 - 2020**

*I created about 20 customisable private tours for the Paris and French Riviera. These experiences are a mix of walking tours in the main museums (Louvre/Orsay/Versailles...) to themed city tours (About Napoleon/French Revolution/WW2...) and food tours (tastings of local specialities and wine), to bike tours. Group tours are with the cruise companies and for companies on incentive trips. I also have 7 years experience as a driver-guide (cars and minivans).*

My main agents: Toursbylocals, Virtuoso travel agents USA, Intercoaches Monaco, Lafayette-travel Paris, NoteWorthy UK, CountryBred USA...

**Skills:** Apply foreign languages, educational activities, use different communication channels, intercultural competences, escort and inform visitors at tour sites, maintain customer service, transport visitors, assist clients with special needs, collect visitors fees, follow ethical code of conduct, supervise VIP visitors, maintain personal hygiene standards, tolerate stress, demonstrate professional attitude to clients.

5 stars (out of 5) positive feedback from clients on website Toursbylocals.

#### **HOUSING MANAGER - FREE LANCE, NICE (FRANCE) 2013 - 2020**

*Managing short stay accommodation (airbnb / booking.com etc)*

**Skills:** Check-in & check-out, manage bookings using simultaneously different booking platforms, cleaning, maintenance, liaise with local authorities, financial management, fire safety regulations, energy performance, communication with tenants, organise damage assessment.

Reached level of SUPERHOST on Airbnb.

#### **TRAVEL CONSULTANT / LOGISTICS MANAGER AT TOURAZUR, NICE (FRANCE) 2007-2009**

*Manage incoming bookings and manage team of driver-guides for a tour company.*

**Skills:** Sell tourist packages, process bookings & payments, manage logistics, maintain relationship

with suppliers, handle customer complaints, apply foreign languages, maintain customer records, manage a fleet of 20 vehicles (cars and minivans), planning and dispatching tasks for 20 driver-guides, being very flexible and accurate for last minute changes and ajustements.

#### **SALES SUPPORT ASSISTANT AT SEDPA, MONACO 2003-2006**

*Assist the purchase and sales manager with the import , storage and distribution of beef meat from South-America to Europe.*

**Skills:** book cargo, process customer orders, issue purchase orders, handle shipment documentation, follow up orders for customers, manage warehouse inventory, arrange customs documents, issue sales invoices, process refunds, communicate with shipment forwarders, track shipment, ensure customs compliance.

#### **COMMERCIAL SALES REPRESENTATIVE AT SRAF, MOUGINS (FRANCE) 2003**

*Promotion and presentation of a new invention protecting the hull of private yachts.*

**Skills:** Market analysis, demonstrate product at International fairs (Cannes yachting festival and The Monaco yacht show), advise on merchandise features, answer requests for quotation.

#### **LOGISTICS AND DISTRIBUTION MANAGER AT UPS LOGISTICS, CITY OF LONDON 2002**

*Urgent transport organisation of computer parts from warehouses to hospitals around the world.*

**Skills:** Liaise with transport company, handle stressful situations, warehouse operations, manage dispatch software systems, freights transport methods.

#### **VARIOUS STUDENT JOBS IN UK,FRANCE & NETHERLANDS 1996 - 2002**

*Multi task in restaurants & salesman in sportswear shop*

## **Education and Training**

University of Nice (France) – **Professional French tourist guide license** (Bachelor) 2010

HEAO Business school of Alkmaar (The Netherlands) - **Licence in international commerce** 2002

**Language courses:** Norwegian - Oslo 2021 / German - Berlin 2011 /  
Italian - Nice 2005 / Spanish - Salamanca 1999

## **Language skills**

**French & Dutch:** Mother tongue

**English & Spanish:** Fluent

**German & Italian:** Elementary A2/B1

**Norwegian:** Beginner A2