

VINCIANE SEKRAN

OPERATIONS MANAGER • CHIEF OF STAFF • BUSINESS OPERATIONS & EXECUTIVE SUPPORT

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PROFESSIONAL SUMMARY

Operations and business support professional with 6+ years of experience providing executive support, operations management, and cross-functional coordination within fast-paced international environments. Recognized for bringing structure to complex environments, coordinating stakeholders, and ensuring smooth execution of day-to-day operations, strategic initiatives, and business priorities. Fluent in English (C2) and native French.

AREAS OF EXPERTISE

Operations Management • Stakeholder Management • Project & Event Coordination • Process Improvement • Executive Support • Vendor Management • Administrative Operations • Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Operations & Office Manager (Executive Assistant to Senior Leadership)

March 2019 – March 2025

Partech Partners • Paris, France

- Managed complex, constantly evolving executive calendars, priorities, and scheduling; provided strategic and operational support to senior executives in a fast-paced international environment.
- Coordinated executive meetings end-to-end (agendas, logistics, materials, minutes, action tracking) and served as primary liaison between executives, internal teams, and external stakeholders.
- Managed confidential communications, domestic/international travel logistics, and expense/invoice/budget monitoring with accuracy and discretion.
- Coordinated day-to-day operations, drove continuous improvement of administrative processes, and managed end-to-end employee onboarding with HR and IT.
- Oversaw daily office operations, budgets, supplier contracts, and vendor relationships, ensuring cost control and operational efficiency.
- Planned and coordinated internal and corporate events from concept through execution, managing logistics, budgets, and stakeholder timelines.

Customer Support Specialist

July – December 2018

Ubeeqo – Urban Carsharing • Berlin, Germany

- Supported users throughout their car-sharing experience; documented and improved operational processes and collaborated cross-functionally on company initiatives.

Quality Manager / Customer Support Officer

September 2014 – June 2018

Sellbytel (Google) – Call Center • Barcelona, Spain

- Led quality analysis and team coaching, tracked KPIs, and shared performance analyses with managers to drive continuous improvement.
- Delivered multi-channel technical support for Google products, maintaining product knowledge and high customer satisfaction.

Sales Advisor

June 2013 – August 2014

Bérénice – High-End Ready-to-Wear • Marne-la-Vallée, France

- Advised clients with personalized service, built long-term loyalty, and boosted sales through upselling and strong customer understanding.

Head Waitress

March 2012 – February 2013

Various Bars & Restaurants • London, UK

- Ensured quality service standards and welcomed an international clientele with professionalism.

Receptionist & Waitress

April 2009 – December 2011

Disneyland Paris • Marne-la-Vallée, France

- Greeted customers professionally and managed bookings efficiently to ensure a smooth experience.

SKILLS & TOOLS

Microsoft 365 (Outlook, Excel, PowerPoint, Teams) • Google Workspace • Generative AI (ChatGPT, Claude, Gemini) • Canva & Marketing Materials • Collaborative Tools & Automation • Apple & iOS Environment

LANGUAGES

French — Native • English — C2 (Fluent) • Spanish — A2 (Elementary)