



MORGANE HUMBERT

PROFILE

A trusted professional with an acute analytical capacity, I have a cross-functional vision of the company (Finance, HR, Sales). My career has taught me to manage complexity with composure and to structure moving environments. I am now looking for a position where my autonomy and vigilance will be assets to make your processes more reliable and support your growth.

CONTACT

TELEPHONE:
+33 7 69 07 02 14

WEB PAGE:
<https://le13hotel.com/morgane-humbert/>

EMAIL:
lmorganehumbert@gmail.com

DIPLOMAS AND CERTIFICATIONS

December 2026 – Professional Title **Payroll Manager** – Studi Online Training
2019 – Management Level 2 – Diploma from the Club Med Talent University
2018 – **Master's degree in International Hotel and Restaurant Service Management** (University of Cergy-Pontoise)
2017 – **HACCP certification** – Food hygiene in commercial and collective catering (CNFSE)
2017 – Web **Development Training**: HTML and CSS
 IGS Group Internal Training - **Time and Priority Management / Emotion Management**
2006 – **Bachelor's degree in Service Engineering** with a focus on Tourism (ESTHUA, Angers)
2005 – **DUT in Business Management and Administration** with a Human Resources option (University of Bordeaux 4 Montesquieu)
2003 – **Economic and Social Baccalaureate** with a focus on Mathematics (Lycée Montesquieu, Bordeaux)

OTHER INFORMATION

- B licence (2003), vehicle
- Professional English (TOEIC 910), Italian, Spanish

SKILLS AND ACHIEVEMENTS

- **Partner, customer, supplier and subcontractor relationships > 20 years**
 - Physical and telephone reception of customers, trade fairs and exhibitions
 - Calculation and editing of B-to-B and B-to-C quotes and invoices
 - Follow-up of prospects, sales reminders
 - Customer portfolio = sales tracking, statistics
 - Comparison and negotiation of rates, revenue management
 - Dispute and conflict management, compensation policy
- **Administrative management > 13 years:**
 - Creation of customer files (transport subscriptions, room and stay reservations, training centers, etc.) and drafting of apprenticeship contracts: PMS configuration, CRM, plugins, etc.
 - Correction, verification, sending of deliverables (public contract, Chorus interface)
 - Procedures for Safeguarding and Archiving Physical and Electronic Data (GDPR)
 - CRM management, SQL databases, permission settings
 - Planning of goods and services according to the specificities of the requests,
 - Relations with accountants, auditors, lawyers: follow-up of commercial, legal and tax matters in VSEs/SMEs
 - Management of the multi-site management and computer equipment, inventory supervision for accounting integration
- **Financial management > 5 years:**
 - Installation and configuration of Sage software, learning Silae
 - Multi-company data entry and bookkeeping
 - Billing: up to \$350/month (Excel automations), payment tracking
 - Financial dashboards and indicators (KPIs), scenario preparation
 - Bank reconciliation
 - Management control, budget analysis
- **Human resources management > 5 years**
 - Onboarding and onboarding new employees
 - Training of seasonal and temporary workers
 - DUE, personnel register
 - Schedules of cleaning staff (leave management)
 - Organisation and holding of meetings, internal communication
 - Support in the search for work-study programs and training follow-up

PROFESSIONAL BACKGROUND

HOTELS & RESTAURANTS:

Sales Assistant – 9 months
 Multi-skilled employee: accommodation, catering, reception – 3 years
 Reservations Manager – 6 months
 Customer Relations and Public Relations Manager – 1 year | **Club Med**
 Accommodation Manager – 6 months
 Executive Assistant – 6 months

Temporary jobs – 6 months

Executive Secretary (Clinic), **Data Entry Operator** (Telecom), **After-Sales Service Assistant** (Refrigeration Solutions), **Inventorist**, **Self-Service Employee** (Commerce and Distribution) ...

Independent Business Consultant | **Specialized in Hospitality** – 7 years
 Since January 2019 le13hotel.com

Administrative Management Assistant | **SOCRATE CONSEIL & FORMATION**
Entrepreneurship support & adult training – 7 months
 May to December 2025

Communications Officer, Youth Relations | **TRAINING Center for TRADE & DISTRIBUTION**
Apprentices of the IGS Group – 4 1/2 years
 March 2012 to July 2016

Administrative and Accounting Assistant | **ENERGY POWER RESOURCES EUROPE**
Exploitation of renewable energies in France and Spain – 3 years
 April 2009 to March 2012

Reception, Sales and Reservation Agent | **TRANSPORT Networks of Bordeaux**
 Student contracts 2002 to 2007

