

Mailys Routier

routiermailys@gmail.com | +33 6 43 41 68 22 | Available in New Zealand from late September 2026 | Working Holiday Visa (Approved) | Full Driver's Licence (3+ years) & International Driving Permit

SUMMARY

Friendly, reliable and hardworking French professional with several years of experience in retail, hospitality and customer service. I am arriving in New Zealand at the end of September on a Working Holiday Visa and am looking for a position where I can contribute with my strong work ethic, adaptability and positive attitude.

I enjoy working with people, learn quickly and always give my best. Thanks to my experience in customer-facing roles, I have developed excellent communication, organisation and teamwork skills. I am also highly motivated to improve my English while gaining valuable international experience.

EDUCATION

France

Bachelor's Degree in Commerce and Distribution, Relevant areas:, Retail Management, Sales, Customer Relations, Business Management, Marketing

French Baccalaureate, Specialisations:, Mathematics, English Literature

EXPERIENCE

Multi-skilled Store Assistant

October 2023 – Present

Biocoop

Bouvines, France

- Opened and closed the store independently.
- Managed the cash register.
- Processed stock orders and inventory.
- Replenished shelves and maintained product displays.
- Worked across multiple departments including fresh produce.
- Delivered excellent customer service.

Waitress

April 2023 – August 2023

Restaurant À Bellevue

Cysoing, France

- Welcomed customers.
- Took food and drink orders.
- Served meals efficiently.
- Processed payments.
- Ensured excellent customer satisfaction.

Head Waitress

May 2022 – June 2022

Restaurant Polbert

Sainghin-en-Mélantois

- Managed a section of the restaurant.
- Coordinated table service.
- Maintained high customer service standards.
- Handled payments and daily operations.

Waitress

March 2022 – April 2022

Bio Appétit

Lille

- Customer service.
- Table service.
- Food and beverage service.

Warehouse Order Picker

Zquadra Digital Printing

- Prepared customer orders.
- Packed and labelled products.
- Checked product quality.
- Managed incoming deliveries.

Seasonal employment (2018–2021)

Kortrijk, Belgium

Checkout Operator

Supermarché Match

- Operated cash registers.
- Assisted customers.
- Processed transactions accurately.

August 2021

Cysoing, France

TECHNICAL SKILLS

Excellent customer service
Friendly and approachable
Strong communication skills
Fast learner
Organised and reliable
Team player
Cash handling
Stock management
Time management
Adaptable and proactive

CERTIFICATIONS

PSC1 First Aid Certificate
Working Holiday Visa
International Driving Permit

LANGUAGES

French: Native English: Intermediate (currently improving)

INTERESTS

Athletics Hiking Reading Writing

REFEREES

Available upon request.