

LUCY PALMER

PROJECT MANAGER

Specialised in International E-commerce

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<http://voxnative.com>



EXPERIENCE

VOXNATIVE, Increase sales by selling internationally with your website.

Founder from 06/2017 to today.

- Website translation, SEO, customer service & project management in English.

AGGLO SUD PAYS BASQUE / LANAZIA INCUBATEUR, Regional Government

Web Marketing from 04/2017 to 06/2017 (work experience for training course)

- Specifications for the new website, webmarketing.

LE CELLIER DE SALIGNY, Wine Merchant

Web project manager from 12/2016 to 02/2017 (work experience for training course)

- Website management with Prestashop. Community Management. Specifications.

SPORTYJOB.COM, Recruitment for the sports industry

Business Development Manager from 10/2015 to 10/2016

- Management of Wordpress site. Phone sales, recruitment.

SURFSTITCH EUROPE (SWELL USA & AUSTRALIE), N°1 for on-line sales of sporting goods.(50 people in Europe. 2014 world turnover: \$100 million)

Project Manager Europe from 07/2011 to 06/2015

- Project managed creating 5 web-sites in 4 languages with Oracle ATG.
- Identified needs, wrote use-cases (wireframes) & reports, budgeting, planning (MS Project, Gantt), risk assessment and solutions, tested and logged bugs with Jira. Agile project management.
- Project manager for creating Ebay shop and managing marketplace sales using an API and Channel Advisor, with VRP software for stock management and invoicing.
- Worked with a London agency on international SEO and coordinated the solutions.
- Managed web engineers remotely, working with all departments.

GSM EUROPE, Wholesale and retail of boardsports clothing and accessories (200 people on site & over 1000 world wide. 2011 world turnover: \$1.69 billion)

Office Manager from 10/2008 to 07/2011

- Project manager for buildings and the environment. Managed fleet of 50 cars.
- Purchased office supplies (IT and general). Managed budgets.

PA to MD from 11/1996 to 10/2008

- Research, translated, summarised and presented documents in Powerpoint.
- Organised meetings (from 2 to 200 people), diaries, business travel.

CHATEAU LOUDENNE, Chateau, Médoc, Bordeaux

Chatelaine from 11/1993 to 11/1996

- Organised business trips and visits for VIP visitors to the Médoc.

A TYPICAL DAY

- Prospecting for clients and launching my new web-site localisation company: VoxNative.com.
- Training individuals and entrepreneurs to create Wordpress sites (referenced on the local authority website), keeping up to date with website and technological innovation.
- Walking on the beach, being Secretary for the association @LesSimones.

Philosophy

“Live as if you were to die tomorrow. Learn as if you were to live forever.”
Gandhi.

Most Proud of:

- The growth of SurfStitch (0 to 8 million Euros in 4 years).
- Going back to school for a year in 2016 to learn the latest ecommerce techniques.
- Bringing up my daughter to be independant, confident and motivated.

Strengths

Hard-working, positive, good listener, analyzing and resolving problems.

Languages

- English: mother tongue
- French: bilingual
- German: basic
- Spanish: basic

Skills

- MS Project, Confluence, Jira, Photoshop, Word, Excel, Powerpoint, Wordpress.
- Google analytics, Digital, Social Media, SEO.
- HTML5, CSS3.
- Basic: php, javascript

Education

- BA Modern Languages, *UWE, Bristol*
- Website Creation Project Management and Digital Marketing, *CCI Bayonne*