

Gildas Dousset-Rubio, M.S.

Paris 14e | gmhdousset@gmail.com | +1 (954) 740 7909

<https://www.linkedin.com/in/gildas-dousset-46406271/>

Candidate for Bilingual Virtual Assistant role

With a decade of experience in luxury hospitality and venture capital/SaaS, I excel in event planning, brand management, strategic communications, and stakeholder engagement. Holding a Master's in Business Management and a Bachelor's in International Relations & Political Science, I bring strong program management and global insights. Fluent in French, I thrive in multicultural environments and have a proven track record in driving brand awareness, improving stakeholder satisfaction, and managing vendor relations. My expertise in building relationships, effective budget management, and cross-functional coordination makes me an ideal candidate for managerial roles.

Core skills

- Event Planning
- Marketing
- Media Relations
- Strategic Planning
- Communications
- French Language (native)
- Vendor Relations
- Cross-functional Coordination
- Relationship Building
- Budget Monitoring
- Emotional Intelligence
- Customer Service
- Program Management
- International Collaboration
- Brand Partnerships

Education

Master of Science, Business Management | University of Florida, 02/2024

3.64/4 GPA, relevant coursework: International Marketing, Strategic Marketing Management, Marketing Ethics, International Logistics, Global Strategic Management, Organizational Behavior, Human Capital Analysis, Managerial Decisions, Law, Ethics & Organizations, Int'l Aspects of HR, Global Strategic Management.

Bachelor of Arts, International Relations & Political Science | Florida International University, 08/2022

3.9/4 GPA, summa cum laude, relevant coursework: African Development, Sub-Saharan African Politics, U.S. Foreign Policy, World Organizations, Human Rights, Int'l Law, Theories of Int'l Relations, Contemporary Int'l Problem, Int'l Relations of Europe, Migrants & Refugees, Int'l Political Economy, Comparative World Politics.

Associate in Arts, Public Relations & Organizational Communications | Broward College, 05/2012

3.9/4 GPA, Dean's List Honors.

Tools

Workday, Expensify, Calendly, G Suite, Slack, Canva, DocuSign, Cvent, Eventbrite, Concur, Zoom, Medallia, Canvas, Turnitin, Honorlock.

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Career Experience

PaulRubioTravel.com, 09/2009-present

****ON-CALL** Luxury Travel Assistant, Fort Lauderdale, FL** Assisted award-winning travel journalist Paul Rubio in creating content for editorial features, "Best of" lists, and pictorial galleries for top-tier publications like Condé Nast Traveler, AFAR, Modern Luxury, Travel + Leisure, and Luxury Magazine. With travel experience in 68 countries and expertise in Africa, contributed to high-quality, engaging travel content that resonates with diverse audiences.

OpenView Venture Partners, 03/2019-02/2021

Experience Manager, Boston, MA Demonstrated creativity and efficiency in enhancing stakeholder experiences and driving employee engagement at OpenView, a venture capital firm with over \$2.4 billion raised across seven funds.

- Executed firm-wide events and monthly activations, achieving a 100% satisfaction rate and boosting employee engagement within 6 months.
- Collaborated with cross-functional teams, including Finance, Legal, IT, and Talent, on onboarding and offboarding

initiatives.

- Designed and implemented employee recognition programs that motivated team members without fostering unnecessary competition.
- Developed internal communication strategies and optimized operational processes, resulting in a 30% increase in stakeholder satisfaction within one quarter.

Auberge Resorts Collection, 08/2018-03/2019

Lifestyle Manager, Fort Lauderdale, FL Collaborated with the property opening team and third-party service providers to deliver unique, brand-appropriate services and experiences to high-profile residents at Auberge Beach Residences & Spa

- Hired, trained, and coached over 50 team members in three months, ensuring alignment with brand and Forbes 5-Star standards.
- Crafted events and activities reflecting the brand's mission and values.
- Designed and implemented comprehensive training programs for new hires, accelerating onboarding and reducing ramp-up time.
- Conducted investigations and effective interviews, compiling relevant data in the case management database.
- Facilitated compliance and service training, and implemented new policies and SOPs to enhance operational success.

W Hotels, 04/2014-07/2018

Public Relations & Marketing Generalist, Boston, MA (05/2017-07/2018) Collaborated with the Communications Director to enhance property exposure, brand awareness, media outreach, and event planning for W Boston Hotel.

- Designed and executed strategic communication campaigns, resulting in a 15% increase in media coverage, a 20% boost in hotel visibility, and a 10% rise in event attendance.
- Achieved a 23% increase in social media engagement and following within two quarters by posting targeted content promoting the property and brand.
- Managed events from design to execution, including budgeting, marketing campaigns, theme selection, and guest lists.
- Hosted FAM trips, site inspections, and influencer visits to further promote the hotel.

Guest Experience Manager, Boston, MA (01/2016-05/2017) Developed and executed targeted marketing programs to enhance the experience for VIP, business, repeat, and special occasion guests at W Boston Hotel.

- Managed teams across two outlets, ensuring consistent delivery of high-quality service in a full-service union environment.
- Boosted guest satisfaction by 18% through the implementation of strategic guidelines and performance reviews, leading to increased team productivity.
- Effectively managed guest relations, resolving issues promptly and conducting performance evaluations.
- Oversaw VIP guest relations, addressing needs and resolving guest issues, which resulted in a 20% increase in new bookings and a 15% rise in repeat bookings.

Talent Coach, Boston, MA (08/2015-01/2016) Designed and executed in-house VIP protocols for high-profile accounts, including celebrities, VIP guests, and key business travelers at W Boston Hotel, a luxury four-star property.

- Implemented innovative training methodologies like interactive workshops and e-learning modules to boost learning retention and engagement, leading to enhanced knowledge and skill development.
- Trained new recruits across all departments, significantly contributing to employee retention and improved guest experience
- Ensured strict compliance with company policies and fostered a culture of ethics throughout the organization.

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