

# CUSTOMER SERVICE REPRESENTATIVE

**Name:** EWONDO ELANSOL NARCISSE

**Mobile:** + 971523066460

**Email:** [elansolnarcisse@gmail.com](mailto:elansolnarcisse@gmail.com)

**Address:** Dubai, UAE

**Visa Status:** Visit Visa



## CAREER PROFILE

I am a skilled customer service professional with five years of successful management and leadership experience. Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback, and respectful conflict management response. Confident communicator with the ability to lead colleagues, respond to customer inquiries, and mediate conflict. Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships and product loyalty. Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

## OBJECTIVE STATEMENT

Working in a challenging environment as a professional customer service executive, where I can use my effective customer service skills to bring about growth in sales and customer retention.

## SKILLS SUMMARY

- An accomplished communicator who understands the value of listening, thoughtful responses, and objectivity.
- Confident conflict mediator with the proven ability to reach solutions that are beneficial for both customer and company.
- An enthusiastic leader with a personable and trustworthy character to motivate colleagues and team members.
- Willing to learn about new products and committed to providing product information in a way that is honest, tactful, and memorable.
- Strong organizational skills with the ability to multitask to ensure deadlines are met and customers are treated in line with required policies and procedures.
- Outbound/inbound calling.
- Fluent in **English and French**

## TECHNICAL AND PROFESSIONAL SKILLS

- ✚ Proficiency in MS-Access, MS-Excel, and other MS Office software packages.
- ✚ Proficient in Windows, etc.



## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE:

2019– 2021: *AFROGEEK Cameroun – [Yaoundé], Cyprus.*

#### Duties and Responsibilities:

**Learned and became familiar with all aspects of company products to assist customers with technical questions.**

- ✦ Created Customer Relationship Management database for the company, used by management and other customer service associates to track and resolve customer inquiries.
- ✦ Coordinated with shipping department regarding customer address changes, refunds, and exchanges.
- ✦ The organized structure of customer service and fulfilment department to increase customer sales and respond more efficiently to customer inquiries.
- ✦ Mentored eight associates in forming a customer service team, leading to promotion to head of customer service department in December 2019.
- ✦ Addressed customer inquiries and ensured customers were directed to the correct department to resolve issues if needed.
- ✦ Retained customer with excellent customer service and offering discounts when trying new products.
- ✦ Assisted customers with little to no supervision.
- ✦ Worked in both a group setting and independently.
- ✦ Maintained goals by meeting customer satisfaction, call times, and upgrading of services.
- ✦ Multitasked in calls by speaking to customers and recording concerns in operating systems.

### CUSTOMER SERVICE REPRESENTATIVE:

2017– 2019: *LechTech – [Buea], Cameroon.*

#### Duties and Responsibilities:

***Worked with Sales Associates to provide fast, high satisfactory customer service.***

- ✦ Train, motivate and lead a team of Sales Associates
- ✦ Promptly and effectively solve customer challenges.
- ✦ Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
- ✦ Establish and maintain auditable property records to include Capital Asset folders, supporting document files, document control register, and master hand receipts.



- ✦ Responsible for updating the Property Accountability Support System (PASS) database for hand receipt accounts.
- ✦ Provide oversight of sensitive and classified equipment by ensuring 100% accountability of all hand receipt holders with zero deficiencies or compromise at multiple agency sites.

### **CUSTOMER SERVICE EXECUTIVE:**

**2016– 2017:** *Santa Lucia Mall – [Douala], Cameroon.*

#### **Duties and Responsibilities:**

*Handled pre and post reservation inquiries by phone, e-mail, and fax.*

- ✦ Modified, changed, and/or canceled existing reservations.
- ✦ Managed relationships with hotels by providing high levels of customer service and account management support.
- ✦ Resolved complaints between hotel and guest.
- ✦ Provided sales support to sales director, including inventory queries, quotations, sales orders management, 12 months rolling forecast, and trading documents for efficient sales coordination.
- ✦ Handled and interfaced with key account customers to support daily requests, including service activation, account maintenance, troubleshooting, and complaints in a timely and responsive manner.
- ✦ Coordinated all project-related issues from design win to the end of life, including, sample request, payment issues, product change notification, and environmental concerns.
- ✦ Visited customers' factories and warehouses on monthly basis to gain first-hand inventory level, production run rate, and future production planning.
- ✦ Managed customer service resulting in excellent long-term relationships and account retention.
- ✦ Effective selling and organizational skills.
- ✦ Made sales call that increased sales and laid the foundation for future growth of the firm.
- ✦ Demonstrated integrity with experience in Customer Care and management.
- ✦ Orchestrated contract and legal negotiations.

### **EDUCATION**

**Certificate in Weighbridge Operations.**

**Certificate in Leadership & Decision Making.**

**GCE Advanced Levels Certificate**

**GCE Ordinary Levels Certificate**

### **MOBILITY AND FLEXIBILITY**

I am willing to relocate anywhere in the UAE.



**REFERENCE**

Upon request.

