



Location: Abu Dhabi

Date of Birth: 1993

Phone: 0509930771

Gender & Nationality: Male, Cameroonian

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Position: Customer Service Agent

NAME: NKENGAFAC ASONG PERSIS

VISA TYPE : OWN

#### OBJECTIVE

To work in a respectful and challenging position in a prestigious organization, where I can utilize my various great skills to add to the growth and development of the company while pursuing career advancement.

#### SKILLS & ABILITIES

- Customer Relations Management, Excellent Customer Service, Travel Management, Interpersonal, Communication, Problem Solving, Team Player, Bilingual, Microsoft Office, Multitasking, Digital Marketing, Social Media Management,.

#### EXPERIENCE

##### **CUSTOMER SERVICE / CALL CENTER AGENT, EMS / SERCO ABU DHABI 06/21 - 12/2021**

- Call contacts of newly diagnosed Covid-19 cases.
- Communicate with contacts in a professional and empathetic manner maintaining emotional and cultural awareness.
- Collect and record information on symptoms and needs into the data base system with accuracy.
- Provide contacts with approved information about isolation and quarantine procedures, and if appropriate, refer them to testing according to protocol and/or to a COVID-19 Community Support Specialist for social resources.
- Follow a set script to inform contacts about the importance of isolation or quarantine and what to do if symptoms are present or develop.
- Adheres to contact center scheduling, ensures telephone coverage during contact center hours of operation.

##### **CUSTOMER SERVICE EXECUTIVE, NAMSHI**

**2017 - 2020, Dubai**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.

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- Processing orders, forms, applications, and requests.
  - Keeping records of customer interactions, transactions, comments, and complaints.
  - Communicating and coordinating with colleagues as necessary.
  - Providing feedback on the efficiency of the customer service process.
  - Managing a team of junior customer service representatives.
  - Ensure customer satisfaction and provide professional customer support

### **SECURITY OFFICER/CCTV OPERATOR, MAGNUM**

**2019 – 2021, Dubai**

- Secure premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Obtain help by sounding alarms.
- Prevent losses and damage by reporting irregularities; informing violator of policy and procedures; restraining trespassers.
- Control traffic by directing drivers.
- Complete reports by recording observations
- Maintain organization's stability and reputation by complying with legal requirements.
- Contribute to team effort by accomplishing related results as needed

### **CUSTOMER SERVICE AGENT, SWISSPORT**

**2014- 2016 - Douala**

- Welcome passengers as they arrive at counter
- Ask passengers for tickets and verify personal information
- Make sure passengers have the right documents and visa
- Assist passengers who may have lost their luggage
- Issue meal vouchers to passengers of cancelled or delayed flights
- Assist passengers who may have missed connecting flights
- Greeting passengers on arrival at the airport
- Answering any queries passengers might have about their journey
- Checking bookings and issuing boarding passes
- Keeping passengers updated on any changes to flight information
- Directing passengers to the correct gate for their flight
- Weighing and checking in luggage
- Responding in a calm and professional manner to customer complaints

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## EDUCATION

- Travel and Tourism Management (IATA)

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## CERTIFICATION

- Aviation / Airport Operations – IATA
- Negotiation and Dispute Resolution – University of Michigan
- Airline Reservation and Ticketing - KHDA
- Digital Marketing - Google
- Customer Relations Management (Hubspot)
- Social Media Marketing - Coursera
- Canva - Coursera
- Microsoft Office
- Security Operations – SIRA
- Wordpress – Coursera
- Strategic Thinking – LinkedIn
- How To Stand Out - LinkedIn
- Sales & Marketing Fundamentals – Goldman Sachs
- Covid-19 Tracing – Johns Hopkins University
- Break The Chain of Covid-19 – MBRU

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## LANGUAGES

- English, French, Nweh

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## REFERENCES

**Available upon request**

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