#### Khadi

#### Khadi.343036@2freemail.com

**Customer Service Representative**

2 Years of Experience in Customer Service and sales

**Bilingual French / English**– Available Immediately (Visa status: visit visa)

**SUMMARY**

In a fast-paced inbound/outbound call center processed customer and sales representative request for information on products and services provided by the company, placement of orders, returns, complaints and technical support in a timely manner via telephone, email and social media.

**PROFESSIONAL EXPERIENCE**

**Customer Service Representative July 2015 – Nov 2016***Premium Contact Center International Dakar – Senegal*

*PCCI is a multinational Business Process Outsourcing provider, including multilingual customer contact center services to the world’s leading telecom companies*

**Responsibilities**

* Responded to customer inquiries via telephone, email and social media
* Provided customers with information on products and services offered by the company
* Suggested additional products or service offerings based on assessment of customers
* Resolved problems by clarifying issues; researched and explored answers and alternative solutions
* Assisted with placement of orders, refunds, or exchanges
* Kept records of customer interactions, process customer accounts and file documents

**Achievements**

* Assisted an average of 750 clients in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
* Answered multiline call system with 96% of 1st Call resolution
* Trained 32new hires providing real time feedback, quality control, and setting performance goals
* Submitted requests to the quality department to prevent re-occurring issues and recommend improvements in the process and procedure.
* Helped Vente-Privéeattain the highest client service ratings (2016’s Best Customer Service in France/ Category: general online selling)

**Sales Secretary Sep 2014 – Jan 2015***System Area Network Dakar – Senegal*

*System Area Network is a web development and software solution provider, including Web application development, Website designing, Corporate profiles and presentations, E-commerce solutions*

**Responsibilities**

* Explained service offerings and answer all customer questions
* Executed monthly email marketing campaigns
* Networked and marketed services on social media
* Filed and updated contact information of employees, customers, suppliers and external partners
* Calculated and checked to make sure payments, amounts and records are correct
* Created weekly Power Point presentations illustrating sales performance and goals

**Achievements**

* Answered an average of 25 calls per day for Sales, logged messages and/or transferred calls to the appropriate person in an efficient manner.
* Increased market share by executing targeted marketing campaigns
* Served as the digital marketing lead and earned an 18% increase on website visits

**EDUCATION**

**Bachelors Degree in Business Administration May 2011***ICN Business School Nancy – France*

**LANGUAGES**

**Languages:**

* French – Native
* English - Fluent

**PROFESSIONAL STRENGHTS**

* Excellent listening and communication skills
* Customer service oriented attitude
* Problem solving abilities
* Superior telephone etiquette

**SKILLS**

Microsoft Office Programs, WordPress, Google Analytics, MailChimp, Social Networking, Blogging, Copy Editing