

SEWA VITO KPADE [sewkpade001@gmail.com](mailto:sewkpade001@gmail.com)  
(971) 542280464

## **CUSTOMER SERVICE**

### **Summary**

College and University graduate with excellent communication and teamwork skills. Interested in finding a position as a Customer service to make each Client or visitor day pleasant and safe.

### **EDUCATION**

\*Bachelor of Strategy Marketing

2016 - 2019

FIMAC-TOGO, Private University

Adidoadin, Lomé

Management

Communication

\*High vocational school Diploma of Computer Maintenance 2012-2015 CEFIP-TOGO in Lomé, Casablanca

### **SKILLS & COMPETENCIES**

- Time management
- Collaboration
- Strong communication
- Language skills(English&french)
- Problem-solving
- Flexibility
- Diplomacy and tact
- Adaptability
- Friendly
- Stress tolerance
- Safety orientation
- Customer service
- Hospitality
- Emergency procedures
- Inventory control
- IT support skills

## **WORK EXPERIENCE**

Customer Service Representative ARKAN MANAGEMENT SOLUTIONS L.L.C

Dubai,UAE 02/2022-Present

- Greet visitors or Clients with a smile and a warm welcome.
- Listen actively to concerns or questions and provide thoughtful responses.
- Using appropriate language and behavior at all times.
- Treating all customers with respect and courtesy.
- Avoid using aggressive or confrontational language.
- Showing understanding and compassion when customers face difficulties.
- Offering assistance and reassurance when necessary.
- Be prepared to handle unexpected situations.
- Analyze situations quickly and make informed decisions.
- Collaborate with colleagues to find solutions to complex issues.
- Remaining calm and composed in the face of anger or frustration.
- Not taking insults or provocations personally.
- Giving customers the time and attention they need to address their concerns.
- Communicate regularly with team members to share information.
- Coordinate efforts during emergencies or incidents.
- Support colleagues when necessary, working together to maintain safety.

**Customer Service Representative S.E NUTRI SARL** Lomè,Togo 07/2018-10/2018

- Communicated directly with customers by phone, electronically or face to face.
- Provided customers with technical support using maintenance procedures created with company products.
- Active Listening
- Documentation
- Organizational Skills
- Interpersonal Communication
- Empathy & Compassion
- Wrote and kept accurate records of discussions and correspondence with customers.
- Managed and supervised a team of customer services representatives.
- Kept ahead of technology developments by attending professional courses.

## **ACHIEVEMENTS**

\*Customer Assistance

- We worked with our company contracted to help improve our safety and customer service.
- We Completed all assigned tasks and provided hourly reports.

\*Customer Service

Researched,calmed and Rapidly resolved client conflicts to prevent Loss and damage.

Evaluated changing factors frequently to achieve a high customer satisfaction level.

## **HOBBIES**

- Travel vlogging or blogging
- Studying languages
- Volunteering abroad
- Travel photography

Ministry of Higher Education

Togolese Republic

*Labour - Freedom - Fatherland*

BP. 30716 Lomé - Togo

Tel: +228 22 51 71 72

Email: [ecolefimac@gmail.com](mailto:ecolefimac@gmail.com)

Web site: [fimactogo.net](http://fimactogo.net) Order N°: 2012/047 / METFP / CAB / SG / CPO-SE *Day and evening courses*

**HIGHER SCHOOL OF  
PROFESSIONAL TRAINING**

Professional Bachelor's degree

Master – BTS – BT

Modular

**CERTIFICATE  
BACHELOR'S DEGREE (BAC + 3)  
ECONOMICS AND MANAGEMENT SCIENCE CYCLE  
MAJOR : MARKETING STRATEGY**

Having regard to the statements of the Examination Jury dated **April 14, 2018**

Finance IT Management Administration and Communication (FIMAC) certifies that:

Mrs. /Miss/ Mr. **KPADE Sewa Vito**

Born on **November 23, 1990** in **Lomé / TOGO**

Nationality: **TOGOLESE**

has met the prescribed conditions for obtaining the Bachelor's degree 2017-2018 academic session under the registration number **0254 / LP-03-1718**

Major : **MARKETING STRATEGY**

Average: **14.12** Grade: **GRADE B**

Issued in Lomé on **September 09, 2019**

**The Director General**

Stamp and signature : illegible

**Anani SAKITI**

*Sworn Translator*  
*Lomé*  
**14 SEP 2021**  
**Dr. Jeff KEZIE-MEATCHU D.**  
*Interprète-Traducteur Agré Enseignant-Chercheur*  
*des Universités: U.K.U.I. Diplôme des USA /FRANCE/*  
*ESP/POR/ITA/ALL... 347/MPA, 23/RPE, 07/EP, 5/MSR...*  
*Tél: 92 17 21 51 / 98 10 03 44*  
*E-mail: [jeffmeatchu@gmail.com](mailto:jeffmeatchu@gmail.com)*

**Note:** A duplicate of this certificate is not issued. It is up to the holder to make copies himself/herself, to have them certified as true by the Town Hall or the Police Commissioner of his/her residence.

MINISTRY OF PRIMARY, SECONDARY EDUCATION  
AND VOCATIONAL TRAINING

TOGOLESE REPUBLIC  
Travail Liberté Patrie

MINISTRY IN CHARGE OF TECHNICAL EDUCATION  
AND VOCATIONAL TRAINING

DIRECTORATE OF EXAMINATIONS, COMPETITIONS  
AND CERTIFICATIONS

***CERTIFICATE OF VOCATIONAL  
HIGH SCHOOL DIPLOMA (B.T.)***

The Director of Examinations; Competitions and Certifications; undersigned  
certifies that

**Mr KPADE Sewa Vito**

**Born on November 23, 1990 in Lomé (TOGO)**

**Has successfully passed the Vocational High School (B.T.) examination.**

**August 2014 session. Major : COMPUTER MAINTENANCE**

**Lomé examination center number of seat L14-919**

**The person concerned has obtained the Passing Grade**

**In witness whereof this certificate is issued to him for all intents and purposes**

Issued in Lomé, on **October 05, 2016**

Stamp and signature : illegible

**Gnoufo Tchisba AKAN**

**Dr. Jeff KEZIE-MEATCHI D.**

Interprète-Traducteur Agré Enseignant-Chercheur

des Universités: U.K-U.I. Diplôme des USA /FRANCE/

ESP/POR/ITA/ALL... 3471/FAL/23/EPE. 07/07/2008

Tél: 92 17 21 51 / 98 10 08 44

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Sworn Translation. Lomé on 14 SEP 2021.

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of the institution*

**FIMAC Higher Vocational Training School**  
**Training : BTS (Associate degree) Bachelor's, Master's**  
**degree, BT (Vocational High School Diploma), Modular**

**FIMAC**

Approval N ° 2009/112 / METFP / CAB / CPO-SE

# **CERTIFICATE**

## **HIGHER TECHNICIAN DIPLOMA (DTS) IN BUSINESS ADMINISTRATION AND MANAGEMENT**

Having regard to the deliberations of the Jury on May 23, 2016

The General Directorate of Finance IT Management Administration  
and Communication (FIMAC) certifies that:

**KPADE Sewa Vito**

Has met the conditions for obtaining the Higher Technician Diploma (DTS).  
May 2015-2016 session: registration number: 081

Major: CORPORATE COMMUNICATION

Grade: **GRADE B (Lower Second Class Honours)**

Issued in Lomé, on 11/07/2016

**The Director General and B.O**

**The Director of Studies**

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**Dr Solenko GNENDA**

Adidoadin – BP 30716 – Lomé/Togo. Tel : +228 22 51 71 72 Web Site :

[www.fimactogo.net](http://www.fimactogo.net)

*Sworn Translation*  
**Dr. Jeff KEZIE-MEATCHI D.**  
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*Lomé, 14 SEP 2021*