



JIRESS PARFAIT MBANG YIJOF

Dubai, UAE

CONTACT

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PERSONAL DETAILS

- Date of Birth : 24-08-2000
- Nationality : Cameroonian
- Gender : Male
- Marital Status : Single
- Passport No : AA290129
- Visa Status : Freelance Visa

PROFESSIONAL SKILLS

- Team Leadership
- Friendly & Helpful
- Pro Active
- Well Mannered | Efficient
- Ability to Adopt Environment
- Ability to follow standards
- Problem solving
- Time Management

EDUCATIONAL QUALIFICATION

- **BACHELOR OF TECHNOLOGY**
University of Yaounde Cameroon-
Second Class

LANGUAGE KNOWN

- English
- French

OBJECTIVE

To seek excellence in profession in achieving the goals associated with and organization rendering an excellence services plans according to my academic qualifications and work experience.

WORK EXPERIENCE

CUSTOMER SERVICE

Santa Lucia, Cameroon

Duration: 2022 -2023

Duties & Responsibilities

- 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.
- 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.

DECLARATION

I hereby confirm the above information given is true and correct to the best of my knowledge.