

CUSTOMER SERVICE



PERSONAL INFORMATION

Name: Dinga Blaise Foncham

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sex: Male

Languages: English/French

Nationality: cameroonian

CAREER OBJECTIVE

I am a highly driven and multitasking customer service representative/sales agent seeking a full time position in a business/finance company where I can lend my knowledge of market analytics to help your organization improve profitably. I am a polite, services knowledge and assertive individual who is motivated by being a team player with a common goal which is building sustainable relationships with customers and achieving my targets, I pride myself to have extensive knowledge of sales with more than 4 years of experience, administrative, customer Service and a marvel record of credible achievements in a competitive environment. I am comfortable interacting with customers one on one making dozens of phone calls based on product knowledge presentations, following up customers and replying to emails, social media platforms about product and prices, generating interest and qualifying sales prospects, answering Customer questions about product and more. I have always had the attitude to move to newer heights in my career.

AREAS OF EXPERTISE

- Customer Services • MS office
- Customer Engagement • Multitasking capability
- Time Management • Administration Capabilities
- Selling Skills
- Social Media
- Internal & External Relationship Management

KEY RESULT AREAS

- **Selling Skills** – I can sell anything that does not require too much technical knowledge. My adaptation in any product is very powerful with good numerical skills, have the ability to manually calculate costs without error
- **Customer Service** – Helping customers to find what they want. – I am known to maintain a long term relationship with my external customers & to delight them, Internal relationship management within any company is extremely important. I excel in this to excellent limits.
- **Time Management** – Managing a team of employees makes me proficient on my time management thereby setting an example within the organization & relevant teams
- **MultiTasking** – Given a high pressure job, I can very easily handle more than one task at a time without any display of frustration to my seniors.

CAREER HISTORY.

CUSTOMER SERVICE REPRESENTATIVE AGENT/TELE SALE- WORKED IN PROPER PASTER FOOD SUPPLY, AL WARQA , DUBAI MACH 2021-JUNE 2023

- Delivered a high level of customer service, displaying excellent language skills per client, for example Bilingual in English and French, written and oral.
- Ensured that a high level of quality standard and attention to detail is applied throughout, and the correct information is obtained from the customer for the use of contracts, changes in services, and renewals.
- Displayed exceptional product and service knowledge, taking pride in the company you work for and our product and service at all times.
- Worked within clearly outlined KPIs and targets.
- Maintained fruitful relationships with existing and new customers
- Identify and assess the client's needs and obtain client information.
- Provided accurate and complete information about the services offered by the Company.
- Persuaded potential clients to purchase a service from the Company.
- Took clients through the booking process in a clear and informative manner.
- Recommended new services, value added services, upgrades and renewals.
- Follow up on initial contacts and build relationships through open communication.
- Handled customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Maintained enquiries and the client databases
- Follow up on initial contacts and build relationships through open communication.
- Handled customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Contacted businesses or private individuals

- Keep records of all conversations in our call center database

WORKED IN LUXURY FASHION SHOP ABU DHABI

JULY 2019-JANUARY 2021

- Delivered a high level of customer service, displaying excellent language skills per client, for example Bilingual in English and French, written and oral
- Greeting & Receiving customers with courtesy and smile, identifying their needs, persuading them that our products are the best
- Develop and execute a sales plan to meet or exceed sales targets
- Identify and pursue new business opportunities
- Build and maintain strong relationships with clients
- Provide exceptional customer service before and after the sale
- Work collaboratively with other teams, including marketing and customer service, to ensure the success of the business
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EDUCATIONAL QUALIFICATION

- BACALAUREAT DE TECHNIQUE (ADVANCE LEVEL)

PERSONAL ABILITIES

- Good interpersonal relationship
- Smart and able to work under pressure
- Can lead a team and work in collaboration with my team