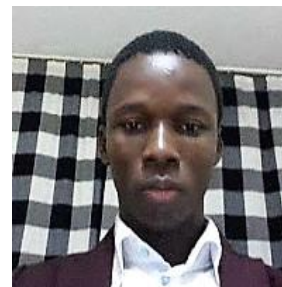


CURRICULUM VITAE

PERSONAL DETAILS



N GUESSAN KONAN ANDRE JUNIOR

09 February 1995

Ivorian

Abidjan

+22548762911

andreraji@gmail.com

EDUCATION

2018: Master Degree (In process) University Institute of Abidjan in CE

2017-2014: Bachelor Degree at University Institute of Abidjan in CE

2014-2012 Upper Technician Certificate in Civil Engineering

2012-2005: Bingerville Military academy baccalaureate

PROFESSIONAL EXPERIENCE

2018: Social Care at Interglobe Technologies (Dubai)

As Social Media Consultant, I am in charge of building online reviews and reputation. Monitor online reviews and respond to each review. Become an advocate for the company in social media spaces, engaging in dialogues and answering questions where appropriate. Demonstrates winning Social Customer Service techniques such as empathy, patience, advocacy and conflict resolution. Sometimes I need to identify potential negative or crisis situation and apply conflict resolution principles to mitigate issues.

2016: Sales manager of Royal Shop

In Charge of developing the sales, I was responsible to conduct the daily operations of sales activities. Determines work schedules to ensure adequate coverage for customer inquiries. Develops and monitors work guidance and performance measures to meet goals for delivery of service. Ensures that customer service maintain a positive, customer focused attitude. Coordinates the assessment of product performance and customer satisfaction with products/services. Resolving problems and issues that arise with internal and external customers. Oversees the maintenance of customer complaint records and accompanying steps taken to resolve problems.

2015: Commercial agent in charge of every outlet, sale and event of Royal Shop

In this company, I worked in the sales team to develop both new and existing markets, contacting prospective clients by phone and email, identifying the customer's needs and also delivery and installation the company's product.

2014: Internship in the civil engineering department of the ministry of defense

I was in charge of the building of the edifice of the air trades academy. My role was to ensure that everything was going on well and also to report the progress of the different steps of construction

ADDITIONAL SKILLS

IT: Office2012 and windows8 Excel, Internet, PowerPoint, AutoCAD, Revit architecture, Architect 3D, Page, Number, Keynote

Languages: Fluent French and Proficient in English

CERTIFICATES

Certificate in strategic issues (National Conservatory of Arts and Crafts of Paris)

Certificate in malaria (control, preventions)

INTERESTS

Boxing and swimming

Reading, Music,

Playing tambour

Communication secretary of student Association of my Institute

REFERENCE

Upon request