

DERRICK NKENGAFAC NKENGZI

Technical Service Representative

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Professional Summary

Customer service with over 3 years of experience, proficient in handling inquiries, resolving complaints, and fostering positive customer relationships, deescalating tensed situations. Proficient in handling high call volumes while maintaining professionalism and efficiency in both languages (French and English).

Education

University of Bamenda, Cameroon
Masters of Science degree in Economics

Nov 2021

Skills

- Good Communication and attentive to detail to De-escalate and resolve customer concerns .
- Empathetic and calm demeanour and ability to stay focused
- Strong technical skills with aptitude to troubleshoot technical issues
- Fully proficient in Microsoft Office applications
- Multitasking and time management
- Knowledge of insurance products and regulatory requirements

PROFESSIONAL EXPERIENCE

Inbound Customer Service

Concentrix (Rogers Bank Program)

8/2024 – Present

- Keeping customer satisfaction as a priority.
- Suggest effective and timely solutions to customers.
- Maintain a high level of product knowledge due to weekly group meetings
- Data entry
- Updating and following-up on customer files
- Identifying fraud, disputes cases and treating them accordingly

Customer service after sales

Mobilia

04/2023 – 06/2024 Pointe – Claire, QC

- Ensured an effective quality control management.
- Efficient management of customer files, while maintaining Mobilia's core values and entering claims from suppliers.

- Suggest effective and timely solutions to customers.
- Establish a solid professional relationship with costumers and educate them on resolution with different departments (Sales, Warehouse, Shipping, Finance, Payables)
- Maintain a high level of product knowledge
- Data entry, updating and following-up on customer files
- Perform other related duties.

Customer Service Representative
Diamond Shopping Center, Cameroon
02/2021- 01/2023

- Communicated with costumers for all outstanding amounts
- Maintain high level of professionalism.
- Handled inbound customer calls, providing assistance with product inquiries, order processing, and issue resolution.
- Collaborated with cross-functional teams to escalate complex issues and ensure timely resolution.
- Provided superior customer service and support to designers.
- Negotiate the best payment arrangement to help resolve costumer's bills.
- Maintain updated customer information including contact data special.

Research assistant
Love Lead Research Center, Cameroon
04/2020 – 03/2021

- Data collection
- Data treatment (SPSS, STATA, SMART PLS, and EXCEL)
- Data analysis
- Scientific writing and publication
- Make use of MS Word, Excel, PowerPoint and Publisher
- Document editing, printing and photocopy

Certifications

- The Ultimate IT Fundamentals Course, TechWorld with Nana, June 2025
- Customer service Fundamentals, Knowledge Accelerators, July 2025

Languages

English – Fluent
 French – Fluent

REFERENCES
 Available upon request