

SHARLY KABUYA

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kabuyac@gmail.com ·

I am a determined individual with good communication skills and excellent interpersonal abilities. I have 5 years experience in customer service and more exposed to customers from the United States as well as those from Canada. I possess bachelor's degree in economics from DRC and worked as bank creditor for Finca DRC and customer consultant for two call centers. This means that I can work in teams as well as independently. I stay calm in hectic workplaces, and I am organized multitasker. I give full attention to my assigned responsibilities, and I take pride in working effectively with a friendly manner. I am respectful and eager to learn from future employment, knowing that there is always room for growth. I know the importance of respecting the privacy of my employers, and thus I always stay professional. You will gain a loyal and hardworking employee, if you decide to hire me. Given that chance, I believe myself to be able to contribute positively to your enterprise.

EXPERIENCE

FROM 2018 - 2020

FRENCH SPEAKING CUSTOMER SERVICE AGENT, 3ISOLUTIONS

As a customer service agent: Responding to customer queries by telephone, email and online chats in French and English. Processing and taking ownership of all incoming and outgoing contacts. Handling and taking full responsibility for customer related queries. Dealing with customers complaints and providing swift resolutions. Troubleshooting with customers online when having issues on the website.

As a floor support agent: Training agents how to maintain marketing strategies. Assisting agents to maintain and enhance better performance for the company to ensure good quality production. Delivering assistance to agents to ensure that all the process is followed correctly.

As High-risk agent: Verifying all high-risk events to ensure that tickets are correctly listed and rejecting incorrect listings.

FROM 2020 UNTIL NOW

FRENCH SPEAKING CUSTOMER SERVICE AGENT, JORDAN HR (PTY) LTD FOR KELLYCONNECT.

As a customer service agent: Responding to customer queries by telephone, email and online chats in French and English. Processing and taking ownership of all incoming and outgoing contacts. Handling and taking full responsibility for customer related queries. Dealing with customers complaints and providing swift resolutions. Troubleshooting with customers online when having issues on the website.

EDUCATION

2008

NATIONAL SENIOR CERTIFICATE, COLLEGE BUPOLA

2013

CALL CENTER TRAINING, AMERICAN CORNER

SKILLS

- MS word
- Excel
- Swahili
- Internet
- French
- English

REFERENCES

FRENCH SPEAKING COSTUMER SERVICE AGENT,
3ISOLUTIONS

Clifton Hammond

Director: 083 777 3711

FRENCH SPEAKING COSTUMER SERVICE AGENT, JORDAN HR (PTY) LTD FOR
KELLYCONNECT.

Justin Kevin

Director: 0744728139