

NERVY ESSOMBA

FRENCH-SPEAKING CUSTOMER SUPPORT & VIRTUAL ASSISTANT | REMOTE | DATA ENTRY

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ABOUT ME

Proactive French-speaking customer support and virtual assistant professional with 1+ year of experience in multichannel support (voice, chat, email, WhatsApp, Messenger). Certified in HubSpot Service Hub and Zendesk, skilled in complaint resolution, order tracking, administrative support, and client retention. Bilingual (French native, operational English) with a keen eye for detail and data accuracy.

CORE SKILLS

- Multichannel Customer Support (phone, chat, email, WhatsApp, Messenger)
- Virtual Assistance & Admin Support (calendar, email, reporting)
- Data Entry & Reporting (CRM, Excel, Microsoft 365)
- Complaint Management & Conflict Resolution
- CRM Tools: HubSpot, Zendesk, Gorgias (basic)
- Languages: French (native), English (operational)

EXPERIENCE

Customer Service Representative (Remote)

Confort Chic | Royale Shop | Sur Mesure Entreprise
Jan 2023 – Present

- Managed 40+ daily customer inquiries with 95% satisfaction.
- Resolved order issues, delays, and complaints, improving loyalty.
- Maintained CRM records and conducted NPS surveys.

Financial Assistant (Fixed-Term Contract)

ONG Tamboula
Apr 2022 – Feb 2023

- Gestion des budgets de projets et production de rapports financiers.
- Assistance aux opérations administratives avec précision et rigueur.

Legal Assistant Intern

Amara & Associates Law Firm
Jun 2021 – Feb 2022

- Drafted and organized legal documents
- performed legal research

Research Assistant (Academic Internship)

ALA Consulting Social Sciences Research Center
Sep 2020 – May 2021

- Collected and analyzed data
- prepared thematic reports.

EDUCATION

Master's in Political Science – Political Socio-Anthropology

University of Yaoundé II, 2021

Licence en Sciences Politiques

Bachelor's in Political Science, University of Yaoundé II, 2019

CERTIFICATIONS

- Complete Customer Service Specialist Program – LinkedIn Learning
- Service Hub Software Certification – HubSpot Academy
- Knowledge and Skills to Deliver Excellent Customer Service – Cursa
- Zendesk Certified (Support, Talk, Messaging)
- Administrative Assistant – Microsoft 365 & LinkedIn Learning
- Executive Assistant – LinkedIn Learning

TECHNICAL SKILLS

- High-speed Internet | Microsoft 365 | CRM Systems | Collaboration Tools