

Paule Leslie Stella Kwate

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CUSTOMER REPRESENTATIVE | HEALTH | DATA MANAGEMENT

KEY SKILLS

Customer Service

□ Data evaluation

□ Problem
Solving

□ □ Microsoft Office

□ Organization skills

□ Self-starter

□ Teamwork

□ Risk management

□ Flexibility

RELEVANT PROFESSIONAL EXPERIENCE

Bilingual customer service

January 2020– January 2022

HAFAS SERVICE

Douala, CM

- Resolved concerns with products or services to help with retention and drive sales.
- Updated and maintained information in customer accounts.
- Processed orders, and credits and tracked returns.
- Answered up to 50 calls per day in a busy, fast-paced office for both French and English speaking customers.
- Communicated professionally with colleagues, freelancers, and clients.

Personal Care Assistant

February2020– May 2021

CDS CAMEROON

Douala, CM

- Assisted with daily living activities, running errands and household chores.
- Scheduled and accompanied clients to medical appointments.
- Recorded temperature, blood pressure, pulse, or respiration rate as medical or nursing staff directed.
- Built strong relationships with clients to deliver emotional support and companionship.
- Used company software and databases to maintain records of services performed and patient conditions.

ADDITIONAL EXPERIENCE

Community Service Volunteer

Oct 2021 – June 2022

COGENI

Bonaberi, Douala

- Coordinated loan equipment service and maintained records.
- Developed strong interpersonal communication skills to promote relationship-building with internal and external customers.
- Exhibited excellent communication and customer service relations skills.

EDUCATION

Advanced Diploma

centennial college

September 2022 - Present

Toronto, ON

High School Diploma

CANADIAN COLLEGE

Douala, CM