

NADIA KOUMODJO

JEANNE

CUSTOMER SERVICE REPRESENTATIVE

About Me



Efficient customer service professional with 3 years in call centers and hospitality service .adept at handling 50+Calls on a daily basis while consistently resolving clients issue smoothly and quickly .Fluent in both English and French and able to provide clear customer services in both languages.seeking to apply customer service and problem -solving expertise to benefit your company as a call center representative.

Experience

- F&C Properties

Tele sales representative

2021-2022

. Taking inbounds calls from existing and prospective customers.
making outbound calls to develop sales to new and existing customer.
Process customer orders ,address any queries and display the highest standards.
Learn all company system relevant to the role .
Embrace a health and safety culture .
Responsible for the improvement of customer volume and gross margin through company business tools and guidelines.
Negotiating to win business and cross selling the full range of properties..

- canal Olympia 2019-2020

Call center

To effectively respond to the needs of Guests ,by delivering exceptional service in collaboration with a team of engaged individuals within our theatre operations.
answering questions about service and company.
processing orders and transactions.
delivering about company offerings
Handling customer complaints
providing proactive customer outreach
collecting and analyzing customer feedback

- **Hotel le méridien cameroon**
Receptionist 2018-

2019

Greet and welcome as soon as they arrive at the office
answer ,screen and forward incoming phone calls .
provide basic and accurate information in person and via phone /emails .
Receive ,sort and distribute daily mail/delivering.
keep updates records of office expenses and costs.
Ensure reception area is tidy and presentable with all necessary stationery and materials.
Update calendars and schedule meetings.

Education

- University courses **2014-2017**

Bachelor
degree'

- Advanced level certificate
- ordinary level certificate