

PINGDWENDE ALBERT PATRICK VOKOUMA

Pasichna 62v , Lviv, 79038 Ukraine | C: 00380637272680 | patvokouma@gmail.com

Summary

MAAs student, big traveler, entrepreneur, social activist, and hard worker, i am originally from Burkina Faso but since the end of 2011 i am living in Ukraine. During my stay in this country, i had the chance to develop my skills on computing, learning language and leadership. Also i acquired new skills on managing, bartending and social inclusion. Always whiling to learn something new, i never miss a opportunity to interact with people, especially from other denominations and social status.

Since August 2015 i settled down professionally at Zoomsupport (an It company that aim to deliver a high level of worldwide customer care on issues on OS and Windows system. Actually i am working for Zoomsupport since August 2015 as Senior Customer Representative Speaking fluently 5 languages (French, Ukrainian, English, Russian, Moore). the next plan for me is to have an european degree and / or work experience in the field of IT management and Social inclusion.

Highlights

- Virus and spyware removal
- System checks and troubleshooting
- Advanced troubleshooting
- Computer diagnostics and repair
- Facilitator of international conferences
- General Secretary of the Association of the Burkinabes of Ukraine
- President of the political party MPP in East Europe
- Mac and PC expert.
- Resourceful
- Organized
- Customer service-focused
- Advanced knowledge of Windows, OS, Microsoft office, Crm, cloudmccloud, sales force, Photoshop
- Co owner of the Internet Market Word Shop Burkina Faso

Accomplishments

- Diagnosed hardware and software failures and resolved technical issues since August 2015 with a 94% of success rate for french located customers
- Co owner of the Internet market World Shop BF
- Facilitator of international conferences
- Human activist
- Big dancer and traveler

Experience

Senior Customer representative

Aug 2015 to Current

Zoomsupport — Lviv

- Welcoming customer and helping them on phone
- Activating our softwares through a remote connection to the customer's computer
- Finding the issues our customer faces with his computer
- Building a safe and comfortable relations with our customers- Helping my colleague's customers with technical problems
- Persuading customers to stay in our services and finding new customers
- Making reports about my interaction with each customer
- Working on customer care softwares as crm, cloudmcloud, saleforces

Co owner

Jun 2016 to Current

World Shop BF — Ouagadougou

- Launched the plateform in cooperation with my childhood friend
- Managing stock entries and exits
- Providing support to potential customers
- Reflecting and new ideas to boost the efficiency of the plateform
- Co working and managing my little team
- Taking big decisions for the future of the plateform
- Managing the finances
- Leading meetings with my partners

Lead Bartender

Hotel Leopold — Lviv

- Welcoming hosts in French, English, Ukrainian and russian
 - Serving all types of drinks (hot, cold, cocktails)
 - Making an every day inventory of our products of the bar and finances
 - Supervising the work of other bartenders-
 - Responsible of the whole quality of the bar and the served drinks. -
- Interacting with our customers and guiding them in their choices

Customer Assistant, Database analyst

Oct 2010 to May 2012

Airtel Burkina Faso S A — Ouagadougou

- Providing assistance to clients at their workplaces
- Describing to clients the advantages of our services
- Dealing with conflicts and feedbacks of our clients
- Analysing the statistics and making everyday reports
- Entering new customers in our database

Education

Master of Science

2018

National University 'Ivan Franko' , Lviv — Lviv, Ukraine

I already own a bachelor in Biology and Pedagogy, now i am expected to graduate in June 2018 with a Master in Biological Sciences. During my stay studies in Ukraine, i had the chance to develop my Ukrainian language skills as long as all of my studies have been held in Ukrainian and i have been in the same conditions as local students.

Associate of Science, Sciences et technology

2011

universite de ouagadougou — Ouagadougou, Burkina Faso

After my graduation in High school, i started my student life in the University of Ouagadougou where i was a 2nd year student of Sciences and Technology, i had the chance to study many scientific topics as Thermodynamic, Geology, Biology, Computing, after what i moved to Ukraine.

Languages

French
Ukrainian
English
Russian
Moore

Presentations

Home tech - Online tech

- Zoom Support
- french training presentation
- Lviv, February 2017

Ecological footprint

- AISEC Ukraine Language School
- Lviv, December 2014

Building a multicultural European society

- WSCF and EUJS joined conference
- Lytomysl, Czech Republic, October 2016

Islamophobia - Only a muslim problem?

- Femyso and Council of Europe joined conference
- Budapest, October, 2014

Poverty a consequence of greed ?

- Faces of Poverty, EYCE international conference
- Lisbon, August, 2016

Personal Information

- Place of Birth: Burkina Faso
- Date of Birth: 17th June 1992
- Present Resident in Lviv, Ukraine
- Sex: MAale
- Status: Single
- Hobbies: International Travel, conferences, new technologies, soccer

Skills

- Sales Software: Salesforce.com, Crm
- Public Relations Software: Bacon's Mediasource, Factiva
- Desktop Publishing Software: Photoshop, Illustrator,
- Bureautic : Microsoft office, Google docs
- Laboratory diagnostic
- Entrepreneurship

- Public Speaking
- Diplomatic protocols