

## PERSONAL INFORMATION

## Levi Lebbuin Jikong

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## POSITION

## Customer support agent

## WORK EXPERIENCE

05/07/2015–03/05/2017

## Customer support agent

International Travel Network - ITN, Riga (Latvia)

- Responding promptly to customer inquiries via calls, chat, and emails.
- Receiving calls from US and Canada based customers traveling to any part of the world.
- Always in a professional & efficient manner.
- Using the in-house system to record the necessary information and instigate actions as required.
- Processing orders, forms, applications and requests for information.
- Dealing efficiently with questions and queries from customers.
- Keeping up to date with all the company's products, services, and procedures.
- Directing requests and unresolved issues to other colleagues.
- Maintaining up to date paper and computer-based files and administrative systems.
- Promoting the company's products and services to customers.
- Handling objections professionally.
- Ability to work and deal with customers from all works of life and demographics.
- Manage large amounts of incoming calls.
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions.
- process customer accounts, and file documents.

## EDUCATION AND TRAINING

19/07/2018–02/11/2018

## Website Design Associate Certificate

EQF level 5

ICE Malta, Haz- Zebbug (Malta)

- HTML5.
- CSS3.
- Javascript.
- Bootstrap.

## PERSONAL SKILLS

Mother tongue(s) English, French

Communication skills Good communication skills gained through my experience as a customer support agent and also through my football coaching experience.

Organisational / managerial skills Good leadership skills gained through football coaching, department president, and also as a team leader.

Job-related skills

- A clear and confident telephone manner.
- Experienced working evening and night shift so as to get in touch with US and Canadian customers.
- Ability to communicate effectively with a wide range of customers.
- Proven aptitude for dealing with customer complaints.
- Experience of working in a busy, inbound call center environment.
- Able to organize meetings with respect to the company's standard and request.
- Fully aware of the importance of data security and relevant legislation.
- Prospecting for sales leads.
- Able to identify and act upon potential sales opportunities.
- Promote occupational health and safety within an organization and develop safer and healthier ways of working.
- Inspect workplaces and workplace equipment, to ensure they meet safety regulations and to identify hazards and risk.

## Digital skills

## SELF-ASSESSMENT

Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Independent user	Independent user	Independent user

Digital skills - Self-assessment grid

Diplomat (Microsoft words. Excel Access powerpoint)

Driving licence B

## ADDITIONAL INFORMATION

Conferences

- Recently attended a Tech Talk on User Design Methods and Tools at GIG malta.
- Just attended All things tech on Managing the cloud.

- I am passionate about learning new tools and keeping myself-up-to-date.
- I am will and grateful to fit in any position that fits my level and give in my best.

Referees **Vizbulīte Gahajeva;**  
My Formal supervisor from ITN Riga.  
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