BILINGUAL CUSTOMER SERVICE REPRESENTATIVE

ANNE-COLETTE DOSSOU

Orléans, ONTARIO
Phone: 343-364-7186| Email: dodjimongbe@gmail.com
LinkedIn: https://www.linkedin.com/in/anne-colette-dossou-mongbe

PROFILE

Skilled bilingual professional with 15+ years' experience in customer service representative, event planning and administration, with the ability to maintain good public relations, both within and outside the organization. My skills, integrity, knowledge, and genuine compassion will deliver value and success with every customer interaction.

HIGHLIGHTS OF QUALIFICATIONS

- Master's in Business Management.
- Proficient in providing customer service showcasing strong organization, time management, and multitasking skills.
- Fluent in French and English.
- Strong communications, interpersonal with high degree of cross-cultural competence.
- Negotiation, conflict resolution and de-escalation skills.
- Demonstrated ability to provide excellent customer service in a fast-paced environment.
- Strong organizational skills, the ability to prioritize and multi-task, and the ability to manage time effectively.
- Ability to perform duties independently and with minimal supervision.
- Proficiency with Microsoft Office and standard office administration procedures.
- Superior data entry skills.
- Ability to deal with confidential material and matters.

PROFESSIONAL EXPERIENCE

Customer Service representative and Administrative Coordinator   **Oct 2011 to July 2024**
Lycée Français Marcel Pagnol, Abuja NIGERIA

- Successfully handled an average of 50 customer inquiries daily, providing timely and effective solutions to ensure high levels of customer satisfaction.
- Resolved complex customer issues, leading to a 15% reduction in escalated complaints and improving overall customer experience.
- Consistently achieved a 95% customer satisfaction rating, as measured by post-interaction surveys, by actively listening to customer needs and providing personalized assistance.

- Generated sales leads and upsold products, contributing to a 10% increase in monthly sales revenue.
- Maintained accurate records of customer interactions and transactions, ensuring seamless follow-up and resolution of issues.
- Awarded "Employee of the Month" three times for outstanding performance and dedication to customer service excellence.
- Trained new team members on customer service protocols and best practices, enhancing team performance and service quality.

Executive Assistant   **March 2005 to July 2011**
OCTOGONE Trading Oil, Cotonou, BENIN
- Supporting executives the President and CEO by organizing their calendars, scheduling meetings, and arranging travel.
- Drafting, formatting, and distributing various documents, such as correspondence, memos, reports, and presentations, in both French and English.
- Planning and promoting office events, meetings, and conferences.
- Providing administrative support to ensure efficient office operations, including managing social media and updating internal documents.
- Maintaining procedure manuals, including documenting new procedures and updating current procedures.
- Electronic data and document maintenance to include scanning, faxing, filing, destroying, photocopying, data entry and any processes required to prepare documents
- Assisting in recruiting and prospecting activities to support national growth.

VOLUNTEER EXPERIENCE

Co-founded Jireh Jireh Aid and Empowerment foundation   **DEC 2021- PRESENT**
- Program, consistently supporting two orphanages with food and supplies for the last three years.
- Applied expert knowledge in individual counseling to mentor and guide diverse groups of students, improving 56% overall academic performance and fostering positive attitudes.
- Managed the integration of Computer Systems into curricula, providing students with hands-on experience and practical knowledge.

EDUCATION

Master in Business Management   **2005-2008**
Institut International de Management, Cotonou, BENIN
Assessed as equivalent to a Master's degree from a Canadian University by WES
HND in Business Data Processing   **2002-2004**
UATM GASA Formation, Cotonou, BENIN